



Information and Technology for Better Decision Making

2008 Post-Election Survey of Department of State Voting Assistance Officers

Tabulations of Responses



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**2008 POST-ELECTION VOTING SURVEY OF
DEPARTMENT OF STATE
VOTING ASSISTANCE OFFICERS:
TABULATIONS OF RESPONSES**

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Policy officials contributing to the development of this survey include Erin St. Pierre and Scott Wiedmann (Federal Voting Assistance Program). Other important contributors to the survey development include Elizabeth Gracon (Department of State), and Mike Wilson (Westat).

DMDC's Program Evaluation Branch, under the guidance of Brian Lappin, previous Branch Chief, and Kristin Williams, current Branch Chief, is responsible for the development of questionnaires in the survey program. The lead survey design analyst was Robert Tinney. In addition, he designed the unique presentation of complex items used in this tabulation volume.

DMDC's Personnel Survey Branch, under the guidance of David McGrath, Branch Chief, is responsible for sampling and weighting methods used in the survey program, and survey database construction and archiving. The lead operations analyst on this survey was Kathryn Johnson, SRA International, Inc., supported by Kim Hylton, SRA International Inc., and Tina Thomas, Consortium Research Fellow. Mike Wilson, Westat, Inc. developed weights for this survey. Westat performed data collection and editing.

DMDC's Survey Technology Branch, under the guidance of Frederick Licari, Branch Chief, is responsible for the distribution of datasets outside of DMDC and maintaining records on compliance with the Privacy Act and 32 CFR 219.

Jacqueline Malone, SRA International, Inc., formatted and assembled this tabulation volume using DMDC's Survey Reporting Tool. A team consisting of Robert Tinney, Jon Pennington, SRA International, Inc., and Torrey Coriden, Consortium Research Fellow, completed quality control for this tabulation volume.

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2008 POST-ELECTION VOTING SURVEY OF DEPARTMENT OF STATE VOTING ASSISTANCE OFFICERS: TABULATIONS OF RESPONSES

Introduction to the Survey

The *Human Resources Strategic Assessment Program* (HRSAP), Defense Manpower Data Center (DMDC), conducts surveys to support the personnel information needs of the Under Secretary of Defense for Personnel and Readiness (USD[P&R]). These surveys assess the attitudes and opinions of the entire Department of Defense (DoD) community. Although the primary sources of information for HRSAP are *Status of Forces Surveys* (SOFS), DMDC also conducts special polls to obtain quick, targeted answers on special topics.

This report contains tabulations of responses from the *2008 Post Election Voting Survey of Department of State Voting Assistance Officers*, conducted from October 31, 2008 to January 8, 2009. This introduction (1) summarizes the survey content, (2) defines the total population surveyed and the subgroups used in tabulations of responses, (3) summarizes the survey methodology,¹ and (4) provides details on how to use the tabulations. The tabulations and a copy of the survey items follow this introduction.²

Survey Content

The topics covered in the *2008 Post-Election Voting Survey of Department of State Voting Assistance Officers (DoSVAO)* include voting assistance, electronic transmission of election materials, voting assistance guide, voting information newsletter, Federal Voting Assistance Program (FVAP) Web site, toll-free telephone service, and sources of voting information and resources. This survey was subdivided into the following eight topic areas:

1. *Background Information*—Geographic location, time overseas, age, current job, duration of Voting Assistance Officer (VAO) assignment, and prior VAO service.
2. *Voting Assistance*—Number of citizens in consular district, receipt and usefulness of VAO training, number of people assisted with voting, number of Federal Post Card Applications (FPCA) and Federal Write-In Absentee Ballots (FWAB) provided, hours worked as VAO, type of activities and assistance provided as VAOs, satisfaction with VAO duties, complaints by citizens on the voting process, and states or territories that presented most problems to absentee voters.

¹ Details on survey methodology are reported by DMDC (2009b).

² Refer to DMDC (2009a) to view a screen-shot version of the survey as it appeared on the Web.

3. *Electronic Transmissions of Election Materials*—Types of voting materials sent and/or received by e-mail or fax.
4. *Voting Assistance Guide*—Use of the Department of Defense 2008-09 Voting Assistance Guide (VAG), month received VAG, usefulness of VAG, and rating of VAG features.
5. *Voting Information News Newsletter*—Receipt of Voting Information News (VIN) newsletter, use of VIN, usefulness of VIN, and rating of VIN features.
6. *Federal Voting Assistance Program (FVAP) Web Site*—Use of the FVAP Web site, satisfaction with FVAP Web site, and reasons for not using Web site.
7. *Toll-Free Telephone Service*—Use of FVAP toll-free telephone service, satisfaction with FVAP telephone services, reasons for not using the toll-free telephone service.
8. *Sources of Voting Information and Resources*—Usefulness of sources of voting information in performing VAO duties (e.g., voting news releases, public service ad campaigns) and adequacy of supply of election materials.

Population and Reporting Categories

The target population for the *DoSVAO* consisted of all 239 Department of State embassies and consulates. Survey results are presented for the total population and by a variety of reporting categories. To form the reporting categories for the tabulations, respondents were classified by survey self-report. Survey results are tabulated by location, number of citizens in consular district, time overseas, duration of VAO assignment, prior VAO service, VAO training, and age. Definitions for reporting categories follow:

- *Location*—Geographic regions are *Africa, East Asia/Pacific, Europe, Near East/South Central Asia, and Western Hemisphere*.
- *Citizens in Consular District*—Categories include *Less than 5,000, 5,001-20,000, 20,001-50,000, and More Than 50,000*.
- *Time Overseas*—Categories include *Less Than 1 Year, 1 Year to Less Than 3 Years, and 3 Years or More*.
- *Duration VAO Assignment*—Categories include *Less Than 3 Months, 3 Months to Less Than 6 Months, 6 Months to Less Than 1 Year, and 1 Year or More*.
- *Prior VAO Service*—Categories include *Prior Service and Non-Prior Service*.
- *VAO Training*—Categories include *Trained and Not Trained*.

- *Age*—Categories include *25 to 29 Years Old*, *30 to 34 Years Old*, *35 to 44 Years Old*, and *45 Years Old or More*.

Survey Methodology

The Web survey administration process began on October 31, 2008, with the e-mail of notification letters to sample members. This notification letter explained why the survey was being conducted, how the survey information would be used, and why participation was important. Throughout the administration period, additional e-mail reminders were sent to encourage survey participation. Data were collected on the Web from November 7, 2008 to January 8, 2009.

The *DoSVAO* was a census of all 239 State Voting Assistance Officers assigned to DoS embassies and consulates throughout the world. Completed surveys (defined as 50% or more of the survey questions asked of all participants are answered) were received from 201 eligible respondents. The overall weighted response rate for eligible sample members was 84%.

Data were weighted using the industry standard two-stage process. This form of weighting produces survey estimates of population totals, proportions, and means (as well as other statistics) that are representative of their respective populations. Unweighted survey data, in contrast, are likely to produce biased estimates of population statistics. The two-stage process of weighting consists of the following steps:

- *Adjustment for selection probability*—Probability samples are selected from lists and each member of the list has a known nonzero probability of selection. In this study, all senior VAOs were selected, so the base weight given to respondents was 1.
- *Adjustments for nonresponse*—Some sampled members do not respond to the survey. Suppose only half the members completed and returned a survey. Because the unweighted response set size would only be 50% of the total, weights are needed to project the response set up to the subgroup population total. In this example, the base weight of 1 is multiplied by the reciprocal of the nonresponse rate of 2 to create a new weight of 2. The weighted sample sums to the subgroup population total.

Table 1 (page 5) shows the number of respondents and the portion of total respondents in each reporting group. Also shown are the estimated number of members and the portion of total members in each reporting group. Differences in the percentages of respondents and population for the reporting categories reflect differences in the number sampled, as well as differences in response rates.³

³ There is also a slight difference in treatment of missing data. Cases with missing data are included in counts of respondents, but are excluded in population estimates.

Tabulation Procedures

Tabulations⁴ for each question, including the text of the questions and response options, are shown. To compress the width of columns in the tables, the response options are shown with a number, letter, or DNA (i.e., *Does not apply*); then that number, letter, or DNA is used as the column heading for the responses. The central feature of the tabulations is the percentage of members choosing the response options indicated by the column heading. Within a set of response options, percentages may not add to 100% due to rounding error.

Where an item lends itself to presentation as an average, that average is also shown as both a number estimate and in a bar chart. The averages lend themselves to a quick scan for reporting groups differing from other similarly defined groups. In some cases, the responses are averages of the numeric scales presented with the response options. Where there is a simple binomial response (e.g., yes/no), only one percentage is presented. In this case, the bar chart represents that percentage.

On each page of tabulations, the first column lists the reporting group shown in that row. The second column, *Percent Responding*, lists the portion of the reporting group represented in the estimates in that row. In most cases, if this percentage is not 100, it may reflect item nonresponse, and the table note indicates that “Percent responding are Department of State Voting Assistance Officers who answered the question.” Not all questions will apply to every respondent. Where possible, the Web survey is programmed to skip respondents over questions that do not apply to them. For example, Q10 (If you received any of the following types of training, how useful was each one in preparing you for performing your Voting Assistance Officer [VAO] duties?) does not apply to those who marked in Q9 that they did not receive training. The table note for this question indicates, “Percent responding are Department of State Voting Assistance Officers who answered the question and who received training (Q9).”

⁴ Details of data editing and preparation are provided by DMDC (2009a).

Table 1.
Number of Respondents (Total) and Estimated Population by Reporting Categories

	Respondents		Estimated Population				Max ME
	Count	Percent	Totals		Percent		
TOTAL	201	100%	239	± 1	100%		
Africa	39	19%	46	± 0	19%		± 1%
East Asia/Pacific	35	17%	41	± 1	17%		± 1%
Europe	55	27%	63	± 1	26%		± 1%
Near East/South Central Asia	29	14%	38	± 1	16%		± 1%
Western Hemisphere	43	21%	51	± 0	21%		± 1%
CITIZENS IN CONSULAR DISTRICT							
Less Than 5,000	87	43%	103	± 7	43%		± 3%
5,001 – 20,000	59	29%	70	± 7	29%		± 3%
20,001 – 50,000	30	15%	36	± 5	15%		± 2%
More Than 50,000	23	11%	27	± 5	11%		± 2%
TIME OVERSEAS							
Less Than 1 Year	60	30%	72	± 7	30%		± 3%
1 Year to Less Than 3 Years	113	56%	134	± 7	56%		± 3%
3 Years or More	26	13%	31	± 5	13%		± 2%
DURATION VAO ASSIGNMENT							
Less Than 3 Mos.	39	19%	47	± 6	20%		± 3%
3 Mos. to Less Than 6 Mos.	46	23%	54	± 6	23%		± 3%
6 Mos. to Less Than 1 Year	37	18%	44	± 5	18%		± 3%
1 Year or More	76	38%	91	± 7	38%		± 3%
PRIOR VAO SERVICE							
Prior Service	59	29%	70	± 7	29%		± 3%
Non-Prior Service	139	69%	165	± 7	69%		± 3%
VAO TRAINING							
Trained	67	33%	80	± 7	33%		± 3%
Not Trained	131	65%	156	± 7	65%		± 3%
AGE							
24 Years Old or Younger	0	0%	0	± 0	0%		± %
25 to 29 Years Old	27	13%	33	± 5	14%		± 3%
30 to 34 Years Old	50	25%	59	± 6	25%		± 3%
35 to 44 Years Old	62	31%	74	± 7	31%		± 3%
45 Years Old or More	57	28%	67	± 6	28%		± 3%

Margins of Error

The presence of survey nonresponse required weighting to produce population estimates (e.g., percent prior service).⁵ Because of the weighting, conventional formulas for calculating the margin of error will overstate the reliability of the estimate. For this report, variance estimates were calculated using SUDAAN[®] PROC DESCRIPT (Research Triangle Institute, 2004).

By definition, surveys are subject to error from nonresponse and noncompletion. Standard errors are estimates of the variance around population parameters, such as percentages or means, and are used to construct margins of error (i.e., confidence interval half-widths). Percentages and means in these tabulations are reported with margins of error based on 95% confidence intervals. In order to compress the data display, only the maximum margin of error (Max ME) for each reporting category is shown. That is, the tab volume shows only the largest margin of error for the percentages or means in each row. For each average shown in these tabulations, its margin of error is also printed.

The following reporting conventions are used:

- “0” indicates that no one in any reporting group selected the response option,
- NR indicates the estimate is *Not Reportable* and is suppressed because of low reliability. Estimates of low reliability are suppressed based on criteria defined in terms of nominal sample size (less than 5), effective sample size (less than 30), or relative standard error (greater than 0.225),
- NA indicates the question was *Not Applicable* because the question did not apply to respondents in the reporting category based on answers to previous questions,
- no Max ME is printed when all percentages in the row are shown as NR,
- no margin of error is printed for an average when it is shown as NR.

References

- DMDC. (2009a). *November 2008 Post-Election Voting Survey of Department of State Voting Assistance Officers (DoSVAOs): Administration, datasets, and codebook* (In preparation). Arlington, VA: Author.
- DMDC. (2009b). *November 2008 Post-Election Voting Survey of Department of State Voting Assistance Officers (DoSVAOs): Statistical methodology report* (Report No. 2009-019). Arlington, VA: Author.

⁵ As a result of differential weighting, only certain statistical software procedures, such as SUDAAN[®] PROC DESCRIPT, correctly calculate standard errors, variances, or tests of statistical significance for stratified samples.

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Research Triangle Institute. (2004). *SUDAAN[®] Language Manual, Release 9.0*.
Research Triangle Park, NC: Research Triangle Institute.

Tabulations of Responses

1. On November 4, 2008, in which country were you stationed? Constructed item representing Department of State overseas regions.

1. Africa
 2. East Asia/Pacific
 3. Europe
 4. Near East & South Central Asia
 5. Western Hemisphere

	Percent Responding		Percentages					Max ME
			1	2	3	4	5	
TOTAL	100	±0	19	17	26	16	21	±0
Africa	100	±0	100	0	0	0	0	±0
East Asia/Pacific	100	±0	0	100	0	0	0	±0
Europe	100	±0	0	0	100	0	0	±0
Near East/South Central Asia	100	±0	0	0	0	100	0	±0
Western Hemisphere	100	±0	0	0	0	0	100	±0
CITIZENS IN CONSULAR DISTRICT								
Less Than 5,000	100	±0	38	15	24	15	8	±4
5,001 – 20,000	100	±0	10	17	31	17	25	±5
20,001 – 50,000	100	±0	0	20	22	18	40	±8
More Than 50,000	100	±0	0	26	21	14	39	±9
TIME OVERSEAS								
Less Than 1 Year	100	±0	20	11	24	25	20	±5
1 Year to Less Than 3 Years	100	±0	20	20	28	13	19	±3
3 Years or More	100	±0	15	19	22	9	35	±8
DURATION VAO ASSIGNMENT								
Less Than 3 Mos.	100	±0	20	5	15	25	35	±6
3 Mos. to Less Than 6 Mos.	100	±0	4	28	36	14	17	±6
6 Mos. to Less Than 1 Year	100	±0	30	13	29	6	22	±6
1 Year or More	100	±0	23	19	24	17	16	±4
PRIOR VAO SERVICE								
Prior Service	100	±0	15	17	28	15	25	±5
Non-Prior Service	100	±0	21	18	25	17	19	±2
VAO TRAINING								
Trained	100	±0	12	21	21	18	28	±4
Not Trained	100	±0	24	16	28	15	18	±2
AGE								
25 to 29 Years Old	100	±0	18	14	10	32	25	±8
30 to 34 Years Old	100	±0	20	14	31	15	20	±5
35 to 44 Years Old	100	±0	19	22	28	14	16	±5
45 Years Old or More	100	±0	19	17	27	12	25	±5

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

2. As of November 4, 2008, how long had you been stationed in this country?

1. Less than 6 months

2. 6 months to less than 1 year

3. 1 year to less than 2 years

4. 2 years to less than 3 years

5. 3 years or more

	Percent Responding		Percentages					Max ME
			1	2	3	4	5	
TOTAL	99	±1	22	8	46	10	13	±3
Africa	100	±0	23	8	51	8	10	±7
East Asia/Pacific	100	±0	17	3	43	23	14	±7
Europe	98	±2	19	9	48	13	11	±5
Near East/South Central Asia	100	±0	38	10	41	3	7	±10
Western Hemisphere	98	±2	19	10	45	5	21	±7
CITIZENS IN CONSULAR DISTRICT								
Less Than 5,000	99	±1	24	8	50	9	8	±5
5,001 – 20,000	100	±0	23	7	45	12	14	±6
20,001 – 50,000	100	±0	13	10	53	7	16	±8
More Than 50,000	100	±0	26	10	26	17	21	±9
TIME OVERSEAS								
Less Than 1 Year	100	±0	73	27	0	0	0	±5
1 Year to Less Than 3 Years	100	±0	0	0	82	18	0	±3
3 Years or More	100	±0	0	0	0	0	100	±0
DURATION VAO ASSIGNMENT								
Less Than 3 Mos.	100	±0	72	3	26	0	0	±7
3 Mos. to Less Than 6 Mos.	100	±0	35	9	41	8	7	±6
6 Mos. to Less Than 1 Year	100	±0	0	30	51	0	19	±7
1 Year or More	100	±0	0	0	58	22	20	±5
PRIOR VAO SERVICE								
Prior Service	100	±0	23	5	34	17	20	±6
Non-Prior Service	100	±0	22	9	52	8	9	±4
VAO TRAINING								
Trained	100	±0	11	11	36	16	27	±5
Not Trained	99	±1	29	7	51	8	5	±4
AGE								
25 to 29 Years Old	100	±0	34	0	55	0	11	±9
30 to 34 Years Old	100	±0	18	10	60	6	6	±6
35 to 44 Years Old	100	±0	18	10	49	13	10	±5
45 Years Old or More	100	±0	24	7	28	16	24	±6

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

3. What was your age on November 4, 2008?

1. 24 years old or younger
4. 35 to 44 years old

2. 25 to 29 years old
5. 45 years old or older

3. 30 to 34 years old

	Percent Responding		Percentages					Max ME
			1	2	3	4	5	
TOTAL	98	±1	0°	14	25	32	29	±3
Africa	97	±2	0°	13	26	32	29	±7
East Asia/Pacific	100	±0	0°	11	20	40	29	±7
Europe	96	±2	0°	6	30	34	30	±5
Near East/South Central Asia	100	±0	0°	28	24	28	21	±9
Western Hemisphere	95	±3	0°	17	24	24	34	±7
CITIZENS IN CONSULAR DISTRICT								
Less Than 5,000	98	±2	0°	11	35	30	23	±5
5,001 – 20,000	98	±2	0°	19	22	27	31	±5
20,001 – 50,000	100	±0	0°	10	20	43	27	±8
More Than 50,000	96	±3	0°	18	5	32	45	±9
TIME OVERSEAS								
Less Than 1 Year	97	±2	0°	16	24	30	31	±6
1 Year to Less Than 3 Years	99	±1	0°	14	29	35	22	±4
3 Years or More	100	±0	0°	12	12	23	54	±8
DURATION VAO ASSIGNMENT								
Less Than 3 Mos.	97	±2	0°	18	19	32	31	±7
3 Mos. to Less Than 6 Mos.	100	±0	0°	23	30	32	15	±6
6 Mos. to Less Than 1 Year	97	±3	0°	8	28	39	26	±7
1 Year or More	99	±1	0°	10	26	28	37	±5
PRIOR VAO SERVICE								
Prior Service	100	±0	0°	2	13	32	53	±6
Non-Prior Service	98	±1	0°	20	31	31	18	±4
VAO TRAINING								
Trained	97	±2	0°	13	23	32	32	±5
Not Trained	98	±1	0°	14	27	32	27	±4
AGE								
25 to 29 Years Old	100	±0	0°	100	0	0	0	±0
30 to 34 Years Old	100	±0	0°	0	100	0	0	±0
35 to 44 Years Old	100	±0	0°	0	0	100	0	±0
45 Years Old or More	100	±0	0°	0	0	0	100	±0

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

° Response option never endorsed.

4. Is your current job the same as your job on November 4, 2008?

	Percent Responding		Percentages	Max	Percentage Reporting Yes
			Yes	ME	
TOTAL	99	±1	97	±2	
Africa	100	±0	92	±5	
East Asia/Pacific	100	±0	97	±4	
Europe	96	±2	96	±3	
Near East/South Central Asia	100	±0	NR		
Western Hemisphere	98	±2	98	±3	
CITIZENS IN CONSULAR DISTRICT					
Less Than 5,000	99	±1	95	±3	
5,001 – 20,000	100	±0	98	±2	
20,001 – 50,000	100	±0	93	±5	
More Than 50,000	100	±0	100	±0	
TIME OVERSEAS					
Less Than 1 Year	100	±0	97	±3	
1 Year to Less Than 3 Years	100	±0	97	±2	
3 Years or More	96	±3	96	±5	
DURATION VAO ASSIGNMENT					
Less Than 3 Mos.	100	±0	95	±4	
3 Mos. to Less Than 6 Mos.	100	±0	96	±3	
6 Mos. to Less Than 1 Year	100	±0	97	±4	
1 Year or More	100	±0	97	±2	
PRIOR VAO SERVICE					
Prior Service	100	±0	98	±2	
Non-Prior Service	100	±0	96	±2	
VAO TRAINING					
Trained	100	±0	96	±3	
Not Trained	99	±1	97	±2	
AGE					
25 to 29 Years Old	100	±0	100	±0	
30 to 34 Years Old	100	±0	100	±0	
35 to 44 Years Old	100	±0	92	±3	
45 Years Old or More	98	±2	96	±3	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

NR: Not reportable

5. How long had you been a Voting Assistance Officer (VAO) in the assignment you held on November 4, 2008?

1. Less than 3 months

2. 3 months to less than 6 months

3. 6 months to less than 1 year

4. 1 year or more

	Percent Responding		Percentages				Max ME
			1	2	3	4	
TOTAL	99	±1	20	23	18	38	±3
Africa	100	±0	21	5	28	46	±7
East Asia/Pacific	100	±0	6	37	14	43	±7
Europe	96	±2	11	32	21	36	±5
Near East/South Central Asia	100	±0	31	21	7	41	±10
Western Hemisphere	98	±2	33	19	19	29	±6
CITIZENS IN CONSULAR DISTRICT							
Less Than 5,000	99	±1	16	20	20	44	±5
5,001 – 20,000	100	±0	26	20	17	37	±5
20,001 – 50,000	100	±0	16	33	19	31	±8
More Than 50,000	100	±0	22	30	18	30	±9
TIME OVERSEAS							
Less Than 1 Year	100	±0	49	33	18	0	±6
1 Year to Less Than 3 Years	100	±0	9	20	17	54	±4
3 Years or More	96	±3	0	12	28	60	±8
DURATION VAO ASSIGNMENT							
Less Than 3 Mos.	100	±0	100	0	0	0	±0
3 Mos. to Less Than 6 Mos.	100	±0	0	100	0	0	±0
6 Mos. to Less Than 1 Year	100	±0	0	0	100	0	±0
1 Year or More	100	±0	0	0	0	100	±0
PRIOR VAO SERVICE							
Prior Service	100	±0	17	15	9	59	±6
Non-Prior Service	100	±0	21	26	23	30	±4
VAO TRAINING							
Trained	100	±0	6	18	27	49	±5
Not Trained	99	±1	26	26	14	33	±4
AGE							
25 to 29 Years Old	100	±0	26	37	11	26	±9
30 to 34 Years Old	100	±0	14	27	20	39	±6
35 to 44 Years Old	100	±0	20	24	22	34	±5
45 Years Old or More	98	±2	21	12	16	50	±6

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

8. As of November 4, 2008, how many U.S. citizens (official and non-official) resided in your consular district?1. Less than 5,000
4. More than 50,000

2. 5,001 to 20,000

3. 20,001 to 50,000

	Percent Responding		Percentages				Max ME
			1	2	3	4	
TOTAL	99	±1	44	30	15	12	±3
Africa	100	±0	85	15	0	0	±6
East Asia/Pacific	100	±0	37	29	17	17	±7
Europe	96	±2	42	36	13	9	±5
Near East/South Central Asia	100	±0	41	31	17	10	±10
Western Hemisphere	100	±0	16	35	28	21	±6
CITIZENS IN CONSULAR DISTRICT							
Less Than 5,000	100	±0	100	0	0	0	±0
5,001 – 20,000	100	±0	0	100	0	0	±0
20,001 – 50,000	100	±0	0	0	100	0	±0
More Than 50,000	100	±0	0	0	0	100	±0
TIME OVERSEAS							
Less Than 1 Year	100	±0	46	29	12	14	±6
1 Year to Less Than 3 Years	100	±0	45	30	16	9	±4
3 Years or More	96	±3	28	32	20	20	±8
DURATION VAO ASSIGNMENT							
Less Than 3 Mos.	100	±0	36	39	12	13	±7
3 Mos. to Less Than 6 Mos.	100	±0	37	26	22	15	±6
6 Mos. to Less Than 1 Year	100	±0	46	27	16	11	±7
1 Year or More	100	±0	50	29	12	9	±5
PRIOR VAO SERVICE							
Prior Service	100	±0	36	30	21	14	±6
Non-Prior Service	100	±0	47	30	13	11	±4
VAO TRAINING							
Trained	100	±0	27	37	21	15	±5
Not Trained	100	±0	53	25	12	10	±4
AGE							
25 to 29 Years Old	100	±0	34	41	11	14	±9
30 to 34 Years Old	100	±0	60	26	12	2	±6
35 to 44 Years Old	100	±0	42	26	21	12	±5
45 Years Old or More	98	±2	36	32	14	18	±6

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

9. During the Voting Assistance Officer (VAO) assignment period that includes November 4, 2008, did you receive any training to prepare you for performing your VAO duties?

	Percent Responding		Percentages	Max ME	Percentage Reporting Yes
			Yes		
TOTAL	99	±1	34	±3	
Africa	100	±0	21	±6	
East Asia/Pacific	100	±0	40	±7	
Europe	96	±2	28	±5	
Near East/South Central Asia	100	±0	38	±10	
Western Hemisphere	98	±2	45	±7	
CITIZENS IN CONSULAR DISTRICT					
Less Than 5,000	100	±0	21	±4	
5,001 – 20,000	98	±2	43	±6	
20,001 – 50,000	100	±0	47	±8	
More Than 50,000	100	±0	44	±9	
TIME OVERSEAS					
Less Than 1 Year	100	±0	24	±5	
1 Year to Less Than 3 Years	99	±1	31	±4	
3 Years or More	96	±3	72	±8	
DURATION VAO ASSIGNMENT					
Less Than 3 Mos.	97	±2	11	±6	
3 Mos. to Less Than 6 Mos.	100	±0	27	±6	
6 Mos. to Less Than 1 Year	100	±0	49	±7	
1 Year or More	100	±0	43	±5	
PRIOR VAO SERVICE					
Prior Service	100	±0	40	±6	
Non-Prior Service	99	±1	31	±4	
VAO TRAINING					
Trained	100	±0	100	±0	
Not Trained	100	±0	0	±0	
AGE					
25 to 29 Years Old	96	±3	31	±9	
30 to 34 Years Old	100	±0	30	±6	
35 to 44 Years Old	100	±0	34	±5	
45 Years Old or More	98	±2	37	±6	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

10. If you received any of the following types of training, how useful was each one in preparing you for performing your Voting Assistance Officer (VAO) duties?

b. Other workshop/seminar

1. Not at all useful
4. Useful

2. Not very useful
5. Very Useful

3. Somewhat useful
DNR. Did not receive this training

	Percent Responding		Percentages						Max ME	Average Usefulness		
			1	2	3	4	5	DNR				
TOTAL	29	±3	0°	2	7	9	7	75	±6	3.9	±0.2	
Africa	15	±5	0°	NR	17	NR	17	67	±17	NR		
East Asia/Pacific	23	±6	0°	NR	NR	13	13	75	±14	NR		
Europe	25	±5	0°	7	NR	7	7	79	±9	NR		
Near East/South Central Asia	38	±9	0°	NR	18	18	9	55	±15	NR		
Western Hemisphere	42	±6	0°	NR	6	6	NR	89	±8	NR		
CITIZENS IN CONSULAR DISTRICT												
Less Than 5,000	17	±4	0°	NR	7	7	NR	87	±9	NR		
5,001 – 20,000	39	±6	0°	4	5	0	18	73	±9	4.2	±0.4	
20,001 – 50,000	37	±8	0°	NR	NR	10	NR	90	±13	NR		
More Than 50,000	35	±9	0°	NR	26	38	NR	36	±16	3.6	±0.2	
TIME OVERSEAS												
Less Than 1 Year	24	±5	0°	NR	15	8	8	70	±13	NR		
1 Year to Less Than 3 Years	28	±4	0°	3	3	10	9	75	±7	4.0	±0.3	
3 Years or More	42	±8	0°	NR	9	9	NR	82	±11	NR		
DURATION VAO ASSIGNMENT												
Less Than 3 Mos.	11	±5	0°	NR	NR	NR	NR	NR		NR		
3 Mos. to Less Than 6 Mos.	20	±5	0°	NR	12	NR	NR	88	±16	NR		
6 Mos. to Less Than 1 Year	41	±7	0°	NR	NR	14	7	79	±11	NR		
1 Year or More	38	±5	0°	3	7	11	7	73	±8	3.8	±0.3	
PRIOR VAO SERVICE												
Prior Service	35	±5	0°	5	5	5	5	81	±9	NR		
Non-Prior Service	26	±3	0°	0	9	11	8	72	±7	4.0	±0.3	
VAO TRAINING												
Trained	85	±4	0°	2	7	9	7	75	±6	3.9	±0.2	
Not Trained	NA		NA	NA	NA	NA	NA	NA		NA		
AGE												
25 to 29 Years Old	26	±8	0°	NR	NR	14	14	73	±16	NR		
30 to 34 Years Old	28	±6	0°	7	8	8	7	71	±12	NR		
35 to 44 Years Old	29	±5	0°	NR	6	5	6	82	±10	NR		
45 Years Old or More	28	±5	0°	NR	13	7	6	74	±10	NR		

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who received training (Q9). Average Usefulness does not include those who indicated they "Did not receive this training."

NR: Not reportable

° Response option never endorsed.

NA: Not applicable

10. If you received any of the following types of training, how useful was each one in preparing you for performing your Voting Assistance Officer (VAO) duties?

d. Classroom instruction at the Foreign Service Institute

1. Not at all useful
4. Useful

2. Not very useful
5. Very Useful

3. Somewhat useful
DNR. Did not receive this training

	Percent Responding		Percentages						Max ME	Average Usefulness		
			1	2	3	4	5	DNR				
TOTAL	28	±3	2	0°	2	7	4	86	±5	3.8	±0.4	
Africa	15	±5	NR	0°	NR	NR	NR	NR	±0	NA		
East Asia/Pacific	26	±6	11	0°	NR	NR	NR	89	±11	NR		
Europe	25	±5	NR	0°	NR	7	NR	93	±7	NR		
Near East/South Central Asia	34	±9	NR	0°	NR	10	10	80	±16	NR		
Western Hemisphere	42	±6	NR	0°	6	11	6	78	±9	NR		
CITIZENS IN CONSULAR DISTRICT												
Less Than 5,000	17	±4	NR	0°	NR	14	7	79	±11	NR		
5,001 – 20,000	39	±6	0	0°	0	0	4	96	±5	NR		
20,001 – 50,000	34	±8	NR	0°	NR	10	NR	90	±9	NR		
More Than 50,000	40	±9	11	0°	11	11	NR	67	±14	NR		
TIME OVERSEAS												
Less Than 1 Year	24	±5	NR	0°	NR	NR	8	92	±11	NR		
1 Year to Less Than 3 Years	28	±4	3	0°	0	6	3	88	±6	NR		
3 Years or More	42	±8	NR	0°	9	19	NR	72	±13	NR		
DURATION VAO ASSIGNMENT												
Less Than 3 Mos.	11	±5	NR	0°	NR	NR	NR	NR		NA		
3 Mos. to Less Than 6 Mos.	20	±5	NR	0°	NR	NR	23	77	±15	NR		
6 Mos. to Less Than 1 Year	41	±7	NR	0°	NR	7	NR	93	±8	NR		
1 Year or More	38	±5	3	0°	3	11	0	83	±7	3.2	±0.5	
PRIOR VAO SERVICE												
Prior Service	35	±5	NR	0°	5	5	NR	91	±6	NR		
Non-Prior Service	26	±3	3	0°	0	9	6	83	±7	3.9	±0.5	
VAO TRAINING												
Trained	85	±4	2	0°	2	7	4	86	±5	3.8	±0.4	
Not Trained	NA		NA	NA	NA	NA	NA	NA		NA		
AGE												
25 to 29 Years Old	26	±8	NR	0°	NR	14	NR	71	±18	NR		
30 to 34 Years Old	26	±6	NR	0°	NR	8	8	84	±12	NR		
35 to 44 Years Old	31	±5	5	0°	NR	5	NR	90	±7	NR		
45 Years Old or More	28	±5	NR	0°	6	6	NR	87	±9	NR		

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who received training (Q9). Average Usefulness does not include those who indicated they "Did not receive this training."

NR: Not reportable

° Response option never endorsed.

NA: Not applicable

10. If you received any of the following types of training, how useful was each one in preparing you for performing your Voting Assistance Officer (VAO) duties?

f. Materials left by previous VAOs

1. Not at all useful
4. Useful

2. Not very useful
5. Very Useful

3. Somewhat useful
DNR. Did not receive this training

	Percent Responding		Percentages						Max ME	Average Usefulness		
			1	2	3	4	5	DNR				
TOTAL	29	±3	7	5	19	17	8	43	±6	3.3	±0.2	
Africa	18	±5	14	NR	14	14	14	43	±15	NR		
East Asia/Pacific	29	±6	10	NR	30	NR	20	40	±13	3.3	±0.5	
Europe	25	±5	7	7	21	29	7	29	±10	3.3	±0.3	
Near East/South Central Asia	34	±9	10	NR	30	20	NR	40	±16	NR		
Western Hemisphere	40	±6	NR	12	6	18	6	59	±10	3.4	±0.4	
CITIZENS IN CONSULAR DISTRICT												
Less Than 5,000	18	±4	6	NR	26	25	6	37	±11	3.4	±0.3	
5,001 – 20,000	39	±6	9	4	22	4	17	44	±9	3.3	±0.4	
20,001 – 50,000	34	±8	NR	19	NR	20	NR	61	±13	NR		
More Than 50,000	40	±9	11	NR	21	34	NR	34	±15	3.2	±0.4	
TIME OVERSEAS												
Less Than 1 Year	24	±5	8	14	14	14	NR	50	±12	2.7	±0.4	
1 Year to Less Than 3 Years	27	±4	10	3	23	9	10	45	±7	3.1	±0.3	
3 Years or More	50	±8	NR	NR	15	39	15	31	±12	4.0	±0.2	
DURATION VAO ASSIGNMENT												
Less Than 3 Mos.	11	±5	NR	NR	NR	NR	NR	NR		NR		
3 Mos. to Less Than 6 Mos.	20	±5	NR	11	12	23	11	44	±16	3.6	±0.4	
6 Mos. to Less Than 1 Year	43	±7	NR	NR	12	18	12	57	±10	4.0	±0.3	
1 Year or More	38	±5	10	3	28	17	7	34	±8	3.1	±0.3	
PRIOR VAO SERVICE												
Prior Service	35	±5	5	9	14	14	9	48	±9	3.3	±0.3	
Non-Prior Service	27	±4	8	3	22	19	8	40	±7	3.3	±0.3	
VAO TRAINING												
Trained	87	±4	7	5	19	17	8	43	±6	3.3	±0.2	
Not Trained	NA		NA	NA	NA	NA	NA	NA		NA		
AGE												
25 to 29 Years Old	26	±8	NR	NR	NR	14	14	NR	±14	NR		
30 to 34 Years Old	26	±6	16	8	8	16	8	45	±12	2.8	±0.5	
35 to 44 Years Old	29	±5	5	5	22	23	NR	45	±10	3.1	±0.3	
45 Years Old or More	31	±5	6	6	22	11	16	39	±10	3.4	±0.3	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who received training (Q9). Average Usefulness does not include those who indicated they "Did not receive this training."

NR: Not reportable

NA: Not applicable

10. If you received any of the following types of training, how useful was each one in preparing you for performing your Voting Assistance Officer (VAO) duties?

h. Materials on the Consular Affairs Intranet site

1. Not at all useful
4. Useful

2. Not very useful
5. Very Useful

3. Somewhat useful
DNR. Did not receive this training

	Percent Responding		Percentages						Max ME	Average Usefulness		
			1	2	3	4	5	DNR				
TOTAL	32	±3	2	2	12	41	22	22	±6	4.0	±0.1	
Africa	21	±6	NR	NR	25	25	25	25	±14	4.0	±0.3	
East Asia/Pacific	37	±7	8	NR	8	46	31	8	±11	4.0	±0.3	
Europe	25	±5	NR	NR	21	43	21	14	±10	4.0	±0.2	
Near East/South Central Asia	34	±9	NR	10	NR	40	30	20	±16	4.1	±0.4	
Western Hemisphere	44	±6	NR	NR	11	42	11	37	±10	4.0	±0.2	
CITIZENS IN CONSULAR DISTRICT												
Less Than 5,000	21	±4	NR	NR	22	34	28	16	±10	4.1	±0.2	
5,001 – 20,000	41	±6	0	5	8	33	24	30	±9	4.1	±0.2	
20,001 – 50,000	40	±8	NR	NR	8	41	26	25	±13	4.2	±0.2	
More Than 50,000	44	±9	10	NR	10	70	NR	10	±13	3.6	±0.3	
TIME OVERSEAS												
Less Than 1 Year	24	±5	NR	8	7	43	14	28	±12	3.9	±0.3	
1 Year to Less Than 3 Years	28	±4	3	0	15	46	13	22	±7	3.9	±0.2	
3 Years or More	69	±8	NR	NR	11	28	44	17	±10	4.4	±0.2	
DURATION VAO ASSIGNMENT												
Less Than 3 Mos.	11	±5	NR	NR	NR	NR	NR	NR		NR		
3 Mos. to Less Than 6 Mos.	22	±6	NR	NR	10	51	20	19	±14	4.1	±0.2	
6 Mos. to Less Than 1 Year	49	±7	NR	NR	11	39	22	28	±10	4.2	±0.2	
1 Year or More	42	±5	3	0	15	40	25	16	±7	4.0	±0.2	
PRIOR VAO SERVICE												
Prior Service	40	±6	0	0	4	46	25	25	±8	4.3	±0.2	
Non-Prior Service	29	±4	2	3	17	38	20	20	±7	3.9	±0.2	
VAO TRAINING												
Trained	95	±3	2	2	12	41	22	22	±6	4.0	±0.1	
Not Trained	NA		NA	NA	NA	NA	NA	NA		NA		
AGE												
25 to 29 Years Old	30	±8	NR	NR	NR	61	13	25	±17	NR		
30 to 34 Years Old	28	±6	NR	8	21	36	22	14	±11	3.8	±0.3	
35 to 44 Years Old	31	±5	5	NR	15	37	11	32	±10	3.7	±0.3	
45 Years Old or More	37	±5	NR	NR	10	38	33	19	±9	4.3	±0.2	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who received training (Q9). Average Usefulness does not include those who indicated they "Did not receive this training."

NR: Not reportable

NA: Not applicable

11. During 2008, about how many people did you and your staff provide with voting assistance in the primaries and the November 4 general election?

1. None
 2. 1 to 100
 3. 101 to 500
 4. 501 to 1000
 5. 1001 to 2000
 6. 2001 or more

	Percent Responding		Percentages						Max ME
			1	2	3	4	5	6	
TOTAL	98	±1	0	18	39	16	13	13	±3
Africa	97	±2	0	29	53	11	8	0	±7
East Asia/Pacific	100	±0	0	11	43	6	17	23	±7
Europe	95	±3	2	21	33	17	10	17	±5
Near East/South Central Asia	100	±0	NR	21	34	28	14	3	±10
Western Hemisphere	100	±0	0	9	35	19	19	19	±6
CITIZENS IN CONSULAR DISTRICT									
Less Than 5,000	100	±0	1	33	58	7	1	0	±5
5,001 – 20,000	97	±2	0	7	33	30	18	12	±6
20,001 – 50,000	100	±0	0	3	7	21	37	33	±8
More Than 50,000	100	±0	0	9	26	9	17	38	±9
TIME OVERSEAS									
Less Than 1 Year	98	±2	0	24	46	10	8	12	±6
1 Year to Less Than 3 Years	99	±1	1	16	35	20	16	12	±4
3 Years or More	96	±3	0	16	40	12	12	20	±8
DURATION VAO ASSIGNMENT									
Less Than 3 Mos.	98	±2	0	21	39	5	13	21	±7
3 Mos. to Less Than 6 Mos.	100	±0	0	19	29	24	11	17	±6
6 Mos. to Less Than 1 Year	100	±0	0	19	46	16	11	8	±7
1 Year or More	99	±1	1	16	41	16	16	9	±5
PRIOR VAO SERVICE									
Prior Service	97	±2	0	18	28	18	21	15	±5
Non-Prior Service	100	±0	1	19	43	15	10	12	±4
VAO TRAINING									
Trained	100	±0	0	8	33	22	24	13	±5
Not Trained	99	±1	1	24	43	13	8	12	±4
AGE									
25 to 29 Years Old	100	±0	0	22	33	15	19	11	±9
30 to 34 Years Old	100	±0	2	28	36	20	6	8	±6
35 to 44 Years Old	100	±0	0	13	43	18	15	11	±6
45 Years Old or More	95	±3	0	15	37	11	17	20	±6

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

NR: Not reportable

12. During 2008, about how many people did you and your staff provide with Federal Post Card Applications (FPCAs) for the primaries and November 4 general election?

1. None
 2. 1 to 50
 3. 51 to 100
 4. 101 to 200
 5. 201 to 500
 6. 501 or more

	Percent Responding		Percentages						Max ME
			1	2	3	4	5	6	
TOTAL	98	±1	2	17	18	22	20	22	±3
Africa	97	±2	0	24	26	21	26	3	±6
East Asia/Pacific	100	±0	3	14	9	23	23	29	±7
Europe	95	±3	4	17	19	17	19	23	±5
Near East/South Central Asia	100	±0	NR	14	21	34	14	17	±10
Western Hemisphere	100	±0	2	14	14	16	16	37	±6
CITIZENS IN CONSULAR DISTRICT									
Less Than 5,000	100	±0	2	29	25	26	15	3	±4
5,001 – 20,000	97	±2	2	11	14	21	26	26	±5
20,001 – 50,000	100	±0	3	0	7	17	30	44	±8
More Than 50,000	100	±0	0	9	13	13	9	56	±9
TIME OVERSEAS									
Less Than 1 Year	98	±2	2	22	22	29	14	12	±6
1 Year to Less Than 3 Years	99	±1	2	16	17	15	26	24	±4
3 Years or More	96	±3	4	8	12	29	8	40	±8
DURATION VAO ASSIGNMENT									
Less Than 3 Mos.	98	±2	0	21	24	24	11	21	±7
3 Mos. to Less Than 6 Mos.	100	±0	6	15	13	18	24	24	±6
6 Mos. to Less Than 1 Year	100	±0	0	19	27	21	19	13	±7
1 Year or More	99	±1	1	15	13	22	23	27	±5
PRIOR VAO SERVICE									
Prior Service	97	±2	0	18	13	18	21	31	±6
Non-Prior Service	100	±0	3	16	20	23	19	19	±4
VAO TRAINING									
Trained	100	±0	1	6	8	25	24	36	±5
Not Trained	99	±1	2	22	23	20	17	15	±4
AGE									
25 to 29 Years Old	100	±0	0	14	8	34	25	18	±9
30 to 34 Years Old	100	±0	6	20	22	18	18	16	±5
35 to 44 Years Old	100	±0	2	13	19	24	16	26	±5
45 Years Old or More	95	±3	0	18	17	15	24	26	±5

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

NR: Not reportable

13. During 2008, about how many people did you and your staff provide with Federal Write-In Absentee Ballots (FWABs) for the primaries and November 4 general election?

1. None
 2. 1 to 50
 3. 51 to 100
 4. 101 to 200
 5. 201 to 500
 6. 501 or more

	Percent Responding		Percentages						Max ME
			1	2	3	4	5	6	
TOTAL	97	±1	2	27	25	19	17	11	±3
Africa	97	±2	0	21	32	24	21	3	±7
East Asia/Pacific	97	±3	3	32	24	9	15	18	±7
Europe	95	±3	2	38	23	15	10	12	±5
Near East/South Central Asia	100	±0	NR	21	31	21	14	14	±9
Western Hemisphere	98	±2	2	19	17	24	26	12	±6
CITIZENS IN CONSULAR DISTRICT									
Less Than 5,000	98	±2	1	40	28	21	9	0	±5
5,001 – 20,000	97	±2	2	21	21	21	23	12	±5
20,001 – 50,000	100	±0	3	6	23	17	21	30	±8
More Than 50,000	100	±0	0	22	22	4	26	26	±9
TIME OVERSEAS									
Less Than 1 Year	97	±2	2	32	26	24	5	11	±6
1 Year to Less Than 3 Years	99	±1	1	26	23	14	24	11	±4
3 Years or More	92	±4	4	21	29	21	12	12	±8
DURATION VAO ASSIGNMENT									
Less Than 3 Mos.	95	±3	0	30	27	16	16	11	±7
3 Mos. to Less Than 6 Mos.	100	±0	4	30	20	16	13	18	±6
6 Mos. to Less Than 1 Year	100	±0	0	19	33	30	16	3	±7
1 Year or More	97	±2	1	28	23	15	21	12	±5
PRIOR VAO SERVICE									
Prior Service	97	±2	0	28	25	16	16	16	±6
Non-Prior Service	99	±1	2	27	25	19	18	9	±4
VAO TRAINING									
Trained	99	±2	2	10	26	29	18	15	±5
Not Trained	98	±1	2	36	24	13	16	9	±4
AGE									
25 to 29 Years Old	100	±0	0	26	12	33	18	11	±9
30 to 34 Years Old	96	±3	4	23	35	19	15	4	±6
35 to 44 Years Old	100	±0	2	32	21	14	16	15	±5
45 Years Old or More	95	±3	0	28	28	11	20	13	±6

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

NR: Not reportable

14. During 2008, about many hours per week have you spent on Voting Assistance Officer (VAO) activities?

1. 10 hours or less per week

2. 11 to 20 hours per week

3. 21 to 30 hours per week

4. 31 to 40 hours per week

5. 41 or more hours per week

	Percent Responding		Percentages					Max ME
			1	2	3	4	5	
TOTAL	97	±1	75	18	5	1	1	±3
Africa	97	±2	89	11	0	0	0	±5
East Asia/Pacific	97	±3	79	12	3	3	3	±6
Europe	93	±3	76	20	2	2	0	±5
Near East/South Central Asia	100	±0	79	14	7	NR	NR	±9
Western Hemisphere	100	±0	53	33	12	0	2	±7
CITIZENS IN CONSULAR DISTRICT								
Less Than 5,000	99	±1	87	11	1	0	0	±4
5,001 – 20,000	97	±2	74	22	3	0	0	±5
20,001 – 50,000	97	±3	44	28	17	3	7	±8
More Than 50,000	100	±0	70	22	4	4	0	±9
TIME OVERSEAS								
Less Than 1 Year	97	±2	84	14	2	0	0	±5
1 Year to Less Than 3 Years	99	±1	73	20	5	2	0	±4
3 Years or More	92	±4	62	21	9	0	8	±9
DURATION VAO ASSIGNMENT								
Less Than 3 Mos.	98	±2	74	21	5	0	0	±6
3 Mos. to Less Than 6 Mos.	100	±0	74	22	4	0	0	±6
6 Mos. to Less Than 1 Year	97	±2	83	11	3	3	0	±6
1 Year or More	97	±2	73	18	6	1	3	±5
PRIOR VAO SERVICE								
Prior Service	95	±3	68	20	9	0	4	±6
Non-Prior Service	99	±1	78	17	3	1	0	±3
VAO TRAINING								
Trained	99	±2	65	25	6	1	2	±5
Not Trained	98	±1	80	15	4	1	1	±3
AGE								
25 to 29 Years Old	100	±0	78	22	0	0	0	±7
30 to 34 Years Old	98	±2	75	18	6	0	0	±6
35 to 44 Years Old	100	±0	77	15	5	2	2	±5
45 Years Old or More	93	±3	72	21	6	0	2	±6

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

NR: Not reportable

15. During your most recent assignment as a Voting Assistance Officer (VAO), did you do the following activities?

- a. Conduct workshops/briefings on voting for overseas citizens/post staff members
- b. Distribute Federal Post Card Applications (FPCAs)
- c. Regularly report on voting activities to your Department's Chief Voting Officer
- d. Regularly report on voting activities to senior embassy officials
- e. Answer overseas citizens voting questions
- f. Display voting information materials
- g. Involve overseas citizens organizations in voting program

	Percent Responding		Percentages							Max ME
			a	b	c	d	e	f	g	
TOTAL	99	±1	70	94	35	74	100	97	56	±3
Africa	100	±0	69	95	33	82	100	97	38	±7
East Asia/Pacific	100	±0	71	97	29	71	100	97	77	±7
Europe	96	±2	70	91	34	70	100	96	64	±5
Near East/South Central Asia	100	±0	79	97	28	86	NR	97	48	±10
Western Hemisphere	100	±0	65	91	49	65	100	100	51	±7
CITIZENS IN CONSULAR DISTRICT										
Less Than 5,000	100	±0	63	94	25	75	100	97	39	±5
5,001 – 20,000	100	±0	67	93	39	73	100	96	64	±6
20,001 – 50,000	100	±0	93	97	53	80	100	100	80	±8
More Than 50,000	100	±0	78	87	39	65	100	100	69	±9
TIME OVERSEAS										
Less Than 1 Year	100	±0	60	89	32	74	100	97	54	±6
1 Year to Less Than 3 Years	100	±0	78	98	36	77	100	98	57	±4
3 Years or More	96	±3	60	84	41	60	100	96	56	±8
DURATION VAO ASSIGNMENT										
Less Than 3 Mos.	100	±0	54	88	38	77	100	97	48	±7
3 Mos. to Less Than 6 Mos.	100	±0	66	94	28	66	100	96	65	±6
6 Mos. to Less Than 1 Year	100	±0	73	95	46	65	100	97	62	±7
1 Year or More	100	±0	80	96	33	82	100	99	53	±5
PRIOR VAO SERVICE										
Prior Service	100	±0	76	98	49	81	100	98	59	±6
Non-Prior Service	100	±0	68	92	29	71	100	97	55	±4
VAO TRAINING										
Trained	100	±0	84	93	48	75	100	100	68	±5
Not Trained	100	±0	63	94	29	73	100	96	49	±4
AGE										
25 to 29 Years Old	100	±0	78	93	30	86	100	96	62	±9
30 to 34 Years Old	100	±0	72	90	38	78	100	98	46	±6
35 to 44 Years Old	100	±0	69	95	29	71	100	98	64	±5
45 Years Old or More	98	±2	65	95	45	68	100	96	55	±6

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.
 NR: Not reportable

16. During 2008, were you and your staff asked to provide the following kinds of voting assistance?

- a. Provide Federal Post Card Applications (FPCAs) to voters
 b. Help voters fill out FPCAs
 c. Provide Federal Write-In Absentee Ballots (FWABs) to voters
 d. Help voters fill out FWABs
 e. Act as a notary/witness to FPCAs and/or ballots
 f. Electronically transmit or receive election materials by fax
 g. Electronically transmit or receive election materials by e-mail
 h. Help voters determine voting jurisdictions

	Percent Responding		Percentages								Max ME
			a	b	c	d	e	f	g	h	
TOTAL	100	±1	98	93	99	88	92	58	36	90	±3
Africa	100	±0	100	100	100	95	95	56	26	90	±7
East Asia/Pacific	100	±0	97	94	97	91	89	57	43	91	±7
Europe	98	±2	96	93	98	89	93	63	41	91	±5
Near East/South Central Asia	100	±0	NR	83	NR	79	93	59	38	83	±10
Western Hemisphere	100	±0	98	93	98	86	88	53	33	93	±7
CITIZENS IN CONSULAR DISTRICT											
Less Than 5,000	100	±0	98	93	100	91	87	53	28	87	±5
5,001 – 20,000	100	±0	98	93	97	90	95	59	44	87	±6
20,001 – 50,000	100	±0	97	97	100	93	90	73	37	100	±8
More Than 50,000	100	±0	100	87	96	69	100	53	48	96	±9
TIME OVERSEAS											
Less Than 1 Year	100	±0	98	90	98	83	95	58	38	88	±6
1 Year to Less Than 3 Years	100	±0	98	96	100	94	91	58	34	92	±4
3 Years or More	100	±0	96	88	92	77	84	54	39	84	±8
DURATION VAO ASSIGNMENT											
Less Than 3 Mos.	100	±0	100	89	100	82	97	53	43	87	±7
3 Mos. to Less Than 6 Mos.	100	±0	94	91	98	85	81	57	32	93	±6
6 Mos. to Less Than 1 Year	100	±0	100	97	100	89	94	51	35	83	±7
1 Year or More	100	±0	99	93	97	93	93	63	36	92	±5
PRIOR VAO SERVICE											
Prior Service	100	±0	100	91	98	83	90	57	42	89	±6
Non-Prior Service	100	±0	97	93	99	91	92	58	34	90	±4
VAO TRAINING											
Trained	100	±0	99	95	97	91	96	73	45	93	±5
Not Trained	100	±0	98	91	99	87	89	50	32	88	±4
AGE											
25 to 29 Years Old	100	±0	100	92	100	89	96	63	33	85	±9
30 to 34 Years Old	100	±0	94	94	98	92	82	62	35	82	±6
35 to 44 Years Old	100	±0	98	95	100	90	97	53	30	95	±6
45 Years Old or More	100	±0	100	89	97	82	91	56	45	94	±6

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

NR: Not reportable

16. During 2008, were you and your staff asked to provide the following kinds of voting assistance? (Continued)

- i. Provide addresses of local election officials
- l. Provide information on changing legal residence to voters
- o. Answer questions about the impact of voting on federal tax liability
- j. Explain specifics of state voting procedures to voters
- m. Explain deadlines for necessary forms and/or submitting ballots
- p. Explain the importance of voting
- k. Help voters determine the need to register or how to register
- n. Provide dates of elections
- q. Provide information on candidates/issues

	Percent Responding		Percentages									Max ME
			i	j	k	l	m	n	o	p	q	
TOTAL	100	±1	96	94	98	55	99	95	23	78	32	±3
Africa	100	±0	97	92	95	46	100	97	18	56	38	±7
East Asia/Pacific	100	±0	94	89	100	60	100	94	26	80	29	±7
Europe	98	±2	96	96	98	54	100	96	24	76	22	±5
Near East/South Central Asia	100	±0	97	97	NR	55	NR	93	21	93	34	±10
Western Hemisphere	100	±0	95	93	95	60	95	93	26	88	37	±7
CITIZENS IN CONSULAR DISTRICT												
Less Than 5,000	100	±0	94	92	98	40	100	94	13	70	28	±5
5,001 – 20,000	100	±0	97	93	100	66	100	97	34	85	29	±6
20,001 – 50,000	100	±0	97	97	93	77	97	93	33	90	50	±8
More Than 50,000	100	±0	100	96	96	57	96	95	22	79	31	±9
TIME OVERSEAS												
Less Than 1 Year	100	±0	95	97	98	40	100	95	19	80	33	±6
1 Year to Less Than 3 Years	100	±0	97	94	99	61	100	95	26	77	30	±4
3 Years or More	100	±0	96	84	88	62	92	96	20	77	31	±8
DURATION VAO ASSIGNMENT												
Less Than 3 Mos.	100	±0	95	95	100	39	100	95	23	80	41	±7
3 Mos. to Less Than 6 Mos.	100	±0	98	96	98	54	98	91	24	79	26	±6
6 Mos. to Less Than 1 Year	100	±0	95	95	92	56	97	97	30	84	38	±7
1 Year or More	100	±0	97	91	99	63	100	96	20	75	27	±5
PRIOR VAO SERVICE												
Prior Service	100	±0	95	95	98	61	100	91	20	82	27	±6
Non-Prior Service	100	±0	97	93	97	52	99	96	24	77	33	±4
VAO TRAINING												
Trained	100	±0	97	94	94	73	97	97	34	82	44	±5
Not Trained	100	±0	95	93	99	46	100	95	17	77	26	±4
AGE												
25 to 29 Years Old	100	±0	100	97	96	51	96	93	22	82	29	±9
30 to 34 Years Old	100	±0	96	96	100	54	100	94	18	80	31	±6
35 to 44 Years Old	100	±0	97	94	95	60	98	95	30	81	39	±5
45 Years Old or More	100	±0	95	89	98	51	100	96	19	72	26	±6

Note: Percent responding are Department of State Voting Assistance Officers who answered the question.
 NR: Not reportable

17. During your most recent Voting Assistance Officer (VAO) assignment, how satisfied or dissatisfied were you with each of the following as you performed your duties?

a. Amount of time available for performing VAO duties

1. Very dissatisfied
4. Satisfied

2. Dissatisfied
5. Very satisfied

3. Neither satisfied nor dissatisfied

	Percent Responding		Percentages					Max ME	Average Satisfaction		
			1	2	3	4	5				
TOTAL	100	±0	2	10	21	49	17	±3	3.7	±0.1	
Africa	100	±0	0	8	28	46	18	±7	3.7	±0.2	
East Asia/Pacific	100	±0	3	3	6	66	23	±7	4.0	±0.2	
Europe	100	±0	5	2	20	53	20	±5	3.8	±0.1	
Near East/South Central Asia	100	±0	3	24	21	31	21	±9	3.4	±0.3	
Western Hemisphere	100	±0	0	16	30	47	7	±7	3.4	±0.2	
CITIZENS IN CONSULAR DISTRICT											
Less Than 5,000	100	±0	2	4	20	55	19	±5	3.9	±0.1	
5,001 – 20,000	100	±0	2	16	24	40	19	±6	3.6	±0.2	
20,001 – 50,000	100	±0	7	21	23	43	7	±8	3.2	±0.2	
More Than 50,000	100	±0	0	4	22	52	22	±9	3.9	±0.2	
TIME OVERSEAS											
Less Than 1 Year	100	±0	3	12	23	46	16	±6	3.6	±0.2	
1 Year to Less Than 3 Years	100	±0	3	10	19	50	18	±4	3.7	±0.1	
3 Years or More	100	±0	0	4	24	50	23	±8	3.9	±0.2	
DURATION VAO ASSIGNMENT											
Less Than 3 Mos.	100	±0	0	18	23	46	13	±7	3.5	±0.2	
3 Mos. to Less Than 6 Mos.	100	±0	5	2	24	54	16	±6	3.7	±0.2	
6 Mos. to Less Than 1 Year	100	±0	0	11	27	49	13	±7	3.6	±0.2	
1 Year or More	100	±0	4	10	16	47	23	±5	3.8	±0.1	
PRIOR VAO SERVICE											
Prior Service	100	±0	3	12	17	46	22	±6	3.7	±0.2	
Non-Prior Service	100	±0	2	9	23	50	16	±4	3.7	±0.1	
VAO TRAINING											
Trained	100	±0	3	8	20	47	23	±5	3.8	±0.1	
Not Trained	100	±0	2	11	22	49	15	±4	3.6	±0.1	
AGE											
25 to 29 Years Old	100	±0	4	4	15	62	15	±9	3.8	±0.2	
30 to 34 Years Old	100	±0	4	6	22	43	24	±6	3.8	±0.2	
35 to 44 Years Old	100	±0	2	12	21	50	16	±5	3.7	±0.1	
45 Years Old or More	100	±0	2	15	21	47	16	±6	3.6	±0.2	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

17. During your most recent Voting Assistance Officer (VAO) assignment, how satisfied or dissatisfied were you with each of the following as you performed your duties?

b. Embassy support for the voting program

1. Very dissatisfied
4. Satisfied2. Dissatisfied
5. Very satisfied

3. Neither satisfied nor dissatisfied

	Percent Responding		Percentages					Max ME	Average Satisfaction		
			1	2	3	4	5				
TOTAL	99	±1	0°	5	23	46	26	±3	3.9	±0.1	
Africa	100	±0	0°	5	18	51	26	±7	4.0	±0.1	
East Asia/Pacific	97	±3	0°	0	15	56	29	±7	4.1	±0.1	
Europe	100	±0	0°	5	20	44	31	±5	4.0	±0.1	
Near East/South Central Asia	97	±4	0°	NR	32	39	29	±10	4.0	±0.2	
Western Hemisphere	100	±0	0°	12	33	40	16	±7	3.6	±0.2	
CITIZENS IN CONSULAR DISTRICT											
Less Than 5,000	99	±1	0°	3	17	51	28	±5	4.0	±0.1	
5,001 – 20,000	98	±2	0°	9	19	41	31	±6	3.9	±0.1	
20,001 – 50,000	100	±0	0°	3	47	29	20	±8	3.7	±0.2	
More Than 50,000	100	±0	0°	4	26	52	18	±9	3.8	±0.2	
TIME OVERSEAS											
Less Than 1 Year	100	±0	0°	3	22	51	24	±6	4.0	±0.1	
1 Year to Less Than 3 Years	99	±1	0°	4	26	45	25	±4	3.9	±0.1	
3 Years or More	96	±4	0°	12	16	36	36	±8	4.0	±0.2	
DURATION VAO ASSIGNMENT											
Less Than 3 Mos.	100	±0	0°	0	29	50	21	±7	3.9	±0.1	
3 Mos. to Less Than 6 Mos.	100	±0	0°	6	24	45	24	±6	3.9	±0.1	
6 Mos. to Less Than 1 Year	97	±3	0°	6	25	48	22	±7	3.9	±0.2	
1 Year or More	99	±2	0°	7	20	41	32	±5	4.0	±0.1	
PRIOR VAO SERVICE											
Prior Service	96	±3	0°	5	14	46	35	±6	4.1	±0.1	
Non-Prior Service	100	±0	0°	5	28	45	22	±4	3.9	±0.1	
VAO TRAINING											
Trained	99	±2	0°	7	15	47	30	±5	4.0	±0.1	
Not Trained	99	±1	0°	4	28	44	25	±4	3.9	±0.1	
AGE											
25 to 29 Years Old	100	±0	0°	0	15	55	30	±9	4.2	±0.2	
30 to 34 Years Old	98	±2	0°	10	31	39	21	±6	3.7	±0.1	
35 to 44 Years Old	100	±0	0°	3	20	43	34	±5	4.1	±0.1	
45 Years Old or More	98	±2	0°	5	25	48	21	±6	3.9	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

NR: Not reportable

° Response option never endorsed.

17. During your most recent Voting Assistance Officer (VAO) assignment, how satisfied or dissatisfied were you with each of the following as you performed your duties?

c. Department of State support for the voting program

1. Very dissatisfied
4. Satisfied

2. Dissatisfied
5. Very satisfied

3. Neither satisfied nor dissatisfied

	Percent Responding		Percentages					Max ME	Average Satisfaction		
			1	2	3	4	5				
TOTAL	99	±1	0°	2	8	43	48	±3	4.4	±0.1	
Africa	100	±0	0°	0	10	33	56	±7	4.5	±0.1	
East Asia/Pacific	97	±3	0°	0	0	50	50	±7	4.5	±0.1	
Europe	100	±0	0°	2	7	47	44	±5	4.3	±0.1	
Near East/South Central Asia	97	±4	0°	4	11	39	46	±10	4.3	±0.2	
Western Hemisphere	100	±0	0°	2	12	42	44	±7	4.3	±0.1	
CITIZENS IN CONSULAR DISTRICT											
Less Than 5,000	99	±2	0°	1	11	37	51	±5	4.4	±0.1	
5,001 – 20,000	100	±0	0°	2	7	52	39	±6	4.3	±0.1	
20,001 – 50,000	100	±0	0°	4	7	40	49	±8	4.4	±0.2	
More Than 50,000	96	±4	0°	NR	5	40	55	±9	4.5	±0.1	
TIME OVERSEAS											
Less Than 1 Year	100	±0	0°	0	10	47	43	±6	4.3	±0.1	
1 Year to Less Than 3 Years	98	±2	0°	2	7	46	45	±4	4.3	±0.1	
3 Years or More	100	±0	0°	4	8	23	66	±8	4.5	±0.2	
DURATION VAO ASSIGNMENT											
Less Than 3 Mos.	98	±2	0°	0	11	56	34	±7	4.2	±0.1	
3 Mos. to Less Than 6 Mos.	100	±0	0°	2	2	48	48	±6	4.4	±0.1	
6 Mos. to Less Than 1 Year	100	±0	0°	0	13	35	52	±7	4.4	±0.1	
1 Year or More	99	±2	0°	3	8	37	52	±5	4.4	±0.1	
PRIOR VAO SERVICE											
Prior Service	100	±0	0°	4	7	40	49	±6	4.4	±0.1	
Non-Prior Service	98	±1	0°	1	9	44	47	±4	4.4	±0.1	
VAO TRAINING											
Trained	98	±2	0°	0	6	41	53	±5	4.5	±0.1	
Not Trained	99	±1	0°	2	9	43	45	±4	4.3	±0.1	
AGE											
25 to 29 Years Old	100	±0	0°	0	0	45	55	±9	4.6	±0.1	
30 to 34 Years Old	98	±3	0°	2	9	45	45	±6	4.3	±0.1	
35 to 44 Years Old	100	±0	0°	2	10	47	42	±5	4.3	±0.1	
45 Years Old or More	98	±2	0°	2	11	39	48	±6	4.3	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

NR: Not reportable

° Response option never endorsed.

17. During your most recent Voting Assistance Officer (VAO) assignment, how satisfied or dissatisfied were you with each of the following as you performed your duties?

d. Quantity of voting materials available

1. Very dissatisfied
4. Satisfied2. Dissatisfied
5. Very satisfied

3. Neither satisfied nor dissatisfied

	Percent Responding		Percentages					Max ME	Average Satisfaction		
			1	2	3	4	5				
TOTAL	100	±0	1	7	11	42	38	±3	4.1	±0.1	
Africa	100	±0	3	8	18	31	41	±7	4.0	±0.2	
East Asia/Pacific	100	±0	0	3	6	49	43	±7	4.3	±0.1	
Europe	100	±0	0	9	13	38	40	±5	4.1	±0.1	
Near East/South Central Asia	100	±0	NR	10	10	48	31	±10	4.0	±0.2	
Western Hemisphere	100	±0	5	5	7	49	35	±7	4.0	±0.2	
CITIZENS IN CONSULAR DISTRICT											
Less Than 5,000	100	±0	1	7	14	44	34	±5	4.0	±0.1	
5,001 – 20,000	100	±0	0	12	8	41	39	±6	4.1	±0.2	
20,001 – 50,000	100	±0	3	4	10	50	33	±8	4.1	±0.2	
More Than 50,000	100	±0	4	0	9	30	57	±9	4.4	±0.2	
TIME OVERSEAS											
Less Than 1 Year	100	±0	0	5	15	45	35	±6	4.1	±0.1	
1 Year to Less Than 3 Years	100	±0	2	9	10	43	37	±4	4.0	±0.1	
3 Years or More	100	±0	4	4	8	39	46	±8	4.2	±0.2	
DURATION VAO ASSIGNMENT											
Less Than 3 Mos.	100	±0	0	8	10	56	25	±7	4.0	±0.2	
3 Mos. to Less Than 6 Mos.	100	±0	2	2	15	43	37	±6	4.1	±0.2	
6 Mos. to Less Than 1 Year	100	±0	0	8	8	41	43	±7	4.2	±0.2	
1 Year or More	100	±0	3	9	10	36	42	±5	4.1	±0.1	
PRIOR VAO SERVICE											
Prior Service	100	±0	2	9	12	43	35	±6	4.0	±0.2	
Non-Prior Service	100	±0	1	6	11	43	39	±4	4.1	±0.1	
VAO TRAINING											
Trained	100	±0	1	4	11	46	37	±5	4.1	±0.1	
Not Trained	100	±0	2	9	11	40	39	±4	4.1	±0.1	
AGE											
25 to 29 Years Old	100	±0	4	4	19	41	33	±9	4.0	±0.2	
30 to 34 Years Old	100	±0	0	10	8	46	36	±6	4.1	±0.2	
35 to 44 Years Old	100	±0	3	7	5	42	44	±5	4.2	±0.2	
45 Years Old or More	100	±0	0	7	14	44	35	±6	4.1	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

NR: Not reportable

17. During your most recent Voting Assistance Officer (VAO) assignment, how satisfied or dissatisfied were you with each of the following as you performed your duties?

e. Timeliness of distribution of voting materials within the Department of State

1. Very dissatisfied
4. Satisfied

2. Dissatisfied
5. Very satisfied

3. Neither satisfied nor dissatisfied

	Percent Responding		Percentages					Max ME	Average Satisfaction		
			1	2	3	4	5				
TOTAL	100	±1	1	6	14	44	35	±3	4.1	±0.1	
Africa	100	±0	0	10	15	36	38	±7	4.0	±0.2	
East Asia/Pacific	100	±0	3	0	9	49	40	±7	4.2	±0.2	
Europe	98	±2	0	6	11	44	39	±5	4.2	±0.1	
Near East/South Central Asia	100	±0	NR	7	24	41	28	±10	3.9	±0.2	
Western Hemisphere	100	±0	5	5	14	49	28	±7	3.9	±0.2	
CITIZENS IN CONSULAR DISTRICT											
Less Than 5,000	100	±0	0	8	13	46	33	±5	4.0	±0.1	
5,001 – 20,000	100	±0	0	5	19	46	30	±6	4.0	±0.1	
20,001 – 50,000	97	±3	3	0	14	42	41	±8	4.2	±0.2	
More Than 50,000	100	±0	9	4	9	34	44	±9	4.0	±0.2	
TIME OVERSEAS											
Less Than 1 Year	98	±2	2	7	17	45	29	±6	3.9	±0.2	
1 Year to Less Than 3 Years	100	±0	1	6	12	46	35	±4	4.1	±0.1	
3 Years or More	100	±0	4	0	19	35	42	±8	4.1	±0.2	
DURATION VAO ASSIGNMENT											
Less Than 3 Mos.	100	±0	0	5	18	56	20	±7	3.9	±0.2	
3 Mos. to Less Than 6 Mos.	100	±0	4	2	20	49	24	±6	3.9	±0.2	
6 Mos. to Less Than 1 Year	97	±2	0	3	17	36	45	±7	4.2	±0.2	
1 Year or More	100	±0	1	9	8	39	43	±5	4.1	±0.1	
PRIOR VAO SERVICE											
Prior Service	98	±2	2	7	14	40	38	±6	4.0	±0.2	
Non-Prior Service	100	±0	1	5	15	46	33	±4	4.0	±0.1	
VAO TRAINING											
Trained	100	±0	1	1	19	39	39	±5	4.1	±0.1	
Not Trained	99	±1	2	8	12	46	33	±4	4.0	±0.1	
AGE											
25 to 29 Years Old	100	±0	7	4	23	44	22	±9	3.7	±0.2	
30 to 34 Years Old	100	±0	0	8	10	46	36	±6	4.1	±0.2	
35 to 44 Years Old	100	±0	2	3	13	42	40	±6	4.2	±0.1	
45 Years Old or More	98	±2	0	5	14	48	32	±6	4.1	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

NR: Not reportable

17. During your most recent Voting Assistance Officer (VAO) assignment, how satisfied or dissatisfied were you with each of the following as you performed your duties?

f. Method of requesting voting materials

1. Very dissatisfied
4. Satisfied

2. Dissatisfied
5. Very satisfied

3. Neither satisfied nor dissatisfied

	Percent Responding		Percentages					Max ME	Average Satisfaction		
			1	2	3	4	5				
TOTAL	100	±0	1	9	30	34	26	±3	3.7	±0.1	
Africa	100	±0	0	8	36	28	28	±7	3.8	±0.2	
East Asia/Pacific	100	±0	0	9	29	31	31	±7	3.9	±0.2	
Europe	100	±0	4	7	25	38	25	±5	3.7	±0.1	
Near East/South Central Asia	100	±0	NR	10	38	24	28	±10	3.7	±0.2	
Western Hemisphere	100	±0	2	12	23	44	19	±7	3.7	±0.2	
CITIZENS IN CONSULAR DISTRICT											
Less Than 5,000	100	±0	1	12	30	32	25	±5	3.7	±0.1	
5,001 – 20,000	100	±0	0	9	29	35	27	±6	3.8	±0.1	
20,001 – 50,000	100	±0	3	3	33	34	26	±8	3.8	±0.2	
More Than 50,000	100	±0	4	8	21	39	27	±9	3.8	±0.2	
TIME OVERSEAS											
Less Than 1 Year	100	±0	0	7	37	34	22	±6	3.7	±0.1	
1 Year to Less Than 3 Years	100	±0	3	12	25	36	25	±4	3.7	±0.1	
3 Years or More	100	±0	0	4	32	27	38	±8	4.0	±0.2	
DURATION VAO ASSIGNMENT											
Less Than 3 Mos.	100	±0	0	10	26	46	18	±7	3.7	±0.2	
3 Mos. to Less Than 6 Mos.	100	±0	2	7	44	36	11	±6	3.5	±0.2	
6 Mos. to Less Than 1 Year	100	±0	3	3	30	32	33	±7	3.9	±0.2	
1 Year or More	100	±0	1	13	23	28	35	±5	3.8	±0.1	
PRIOR VAO SERVICE											
Prior Service	100	±0	0	8	32	32	27	±6	3.8	±0.1	
Non-Prior Service	100	±0	2	9	28	35	25	±4	3.7	±0.1	
VAO TRAINING											
Trained	100	±0	0	8	30	29	33	±5	3.9	±0.1	
Not Trained	100	±0	2	9	29	37	23	±4	3.7	±0.1	
AGE											
25 to 29 Years Old	100	±0	4	12	30	40	15	±9	3.5	±0.2	
30 to 34 Years Old	100	±0	4	6	36	32	22	±6	3.6	±0.2	
35 to 44 Years Old	100	±0	0	13	24	34	29	±5	3.8	±0.1	
45 Years Old or More	100	±0	0	5	28	37	30	±6	3.9	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.
NR: Not reportable

18. During 2008, did overseas citizens make the following complaints about registering to vote, obtaining an absentee ballot, or preparing to vote?

- a. Complicated voting procedures b. Difficulty filling out Federal Post Card Application (FPCA) c. Delayed or no response to the FPCA
- d. Returned FPCA because it was not accepted by election officials e. Difficulty having FPCA or ballot notarized f. Confusing absentee ballot

	Percent Responding		Percentages						Max ME
			a	b	c	d	e	f	
TOTAL	100	±1	65	36	79	21	9	51	±3
Africa	97	±2	58	26	74	18	11	47	±7
East Asia/Pacific	100	±0	66	40	77	23	14	40	±7
Europe	100	±0	67	36	85	20	7	45	±5
Near East/South Central Asia	100	±0	66	31	79	14	7	52	±10
Western Hemisphere	100	±0	70	47	79	30	9	70	±7
CITIZENS IN CONSULAR DISTRICT									
Less Than 5,000	100	±0	52	25	76	11	5	42	±5
5,001 – 20,000	98	±2	78	47	77	24	10	57	±6
20,001 – 50,000	100	±0	77	43	93	42	20	63	±8
More Than 50,000	100	±0	69	47	78	21	13	57	±9
TIME OVERSEAS									
Less Than 1 Year	100	±0	75	32	73	13	9	52	±6
1 Year to Less Than 3 Years	99	±1	65	40	84	24	9	54	±4
3 Years or More	100	±0	46	34	77	27	15	38	±8
DURATION VAO ASSIGNMENT									
Less Than 3 Mos.	100	±0	77	36	71	15	8	57	±7
3 Mos. to Less Than 6 Mos.	100	±0	76	35	76	18	16	63	±6
6 Mos. to Less Than 1 Year	97	±3	55	33	77	14	8	41	±7
1 Year or More	100	±0	58	41	87	30	8	46	±5
PRIOR VAO SERVICE									
Prior Service	100	±0	62	40	83	22	12	47	±6
Non-Prior Service	99	±1	67	36	78	21	9	53	±4
VAO TRAINING									
Trained	99	±2	62	39	86	24	9	50	±5
Not Trained	100	±0	66	35	76	19	9	51	±4
AGE									
25 to 29 Years Old	96	±3	69	31	85	23	8	58	±9
30 to 34 Years Old	100	±0	70	40	78	18	8	60	±6
35 to 44 Years Old	100	±0	62	34	75	25	11	47	±6
45 Years Old or More	100	±0	65	40	82	18	11	44	±6

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

18. During 2008, did overseas citizens make the following complaints about registering to vote, obtaining an absentee ballot, or preparing to vote? (Continued)

- g. Difficulty using Federal Write-In Absentee Ballot (FWAB)
- h. Confusing residency qualifications/laws
- i. Not enough information on candidates/issues
- j. Difficulty with maintaining current mailing address with local election officials
- k. Other complaint(s)

	Percent Responding		Percentages					Max ME
			g	h	i	j	k	
TOTAL	100	±1	46	61	20	45	43	±3
Africa	97	±2	45	45	34	37	45	±7
East Asia/Pacific	100	±0	29	69	17	54	46	±7
Europe	100	±0	47	65	13	45	44	±5
Near East/South Central Asia	100	±0	41	55	21	38	34	±10
Western Hemisphere	100	±0	63	67	19	49	44	±7
CITIZENS IN CONSULAR DISTRICT								
Less Than 5,000	100	±0	37	46	18	36	35	±5
5,001 – 20,000	98	±2	50	72	26	55	43	±6
20,001 – 50,000	100	±0	70	76	23	50	63	±8
More Than 50,000	100	±0	43	69	8	47	47	±9
TIME OVERSEAS								
Less Than 1 Year	100	±0	52	57	18	42	37	±6
1 Year to Less Than 3 Years	99	±1	49	63	19	48	45	±4
3 Years or More	100	±0	23	61	31	38	50	±8
DURATION VAO ASSIGNMENT								
Less Than 3 Mos.	100	±0	61	64	23	41	49	±7
3 Mos. to Less Than 6 Mos.	100	±0	48	65	17	50	39	±6
6 Mos. to Less Than 1 Year	97	±3	36	50	14	42	36	±7
1 Year or More	100	±0	43	63	24	46	47	±5
PRIOR VAO SERVICE								
Prior Service	100	±0	53	76	17	47	40	±6
Non-Prior Service	99	±1	44	55	22	44	45	±4
VAO TRAINING								
Trained	99	±2	47	65	17	53	46	±5
Not Trained	100	±0	46	59	22	41	41	±4
AGE								
25 to 29 Years Old	96	±3	38	66	15	39	31	±9
30 to 34 Years Old	100	±0	46	52	21	46	52	±6
35 to 44 Years Old	100	±0	51	61	21	50	37	±5
45 Years Old or More	100	±0	42	68	21	38	47	±6

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

20. During 2008, did you assist voters by sending and/or receiving any of the following voting materials by fax?

- a. Sent Federal Post Card Applications (FPCAs) b. Received FPCAs c. Sent blank absentee ballots
 d. Received blank absentee ballots e. Sent voted ballots f. Received voted ballots
 g. Sent other voting materials h. Received other voting materials

	Percent Responding		Percentages								Max ME
			a	b	c	d	e	f	g	h	
TOTAL	99	±1	50	13	18	13	47	14	29	19	±3
Africa	97	±2	45	11	16	13	45	18	18	18	±7
East Asia/Pacific	100	±0	60	17	20	14	49	14	43	20	±7
Europe	100	±0	53	18	24	20	53	15	33	22	±5
Near East/South Central Asia	97	±4	43	4	11	4	39	7	18	11	±10
Western Hemisphere	100	±0	49	14	16	9	47	16	30	21	±7
CITIZENS IN CONSULAR DISTRICT											
Less Than 5,000	99	±2	47	13	14	12	49	14	20	16	±5
5,001 – 20,000	98	±2	49	12	25	18	46	15	31	19	±6
20,001 – 50,000	100	±0	50	10	10	6	33	10	36	16	±8
More Than 50,000	100	±0	60	21	22	4	57	17	43	26	±9
TIME OVERSEAS											
Less Than 1 Year	100	±0	48	13	20	11	45	18	25	15	±6
1 Year to Less Than 3 Years	98	±2	53	13	14	11	49	12	29	16	±4
3 Years or More	100	±0	39	11	23	19	39	11	39	38	±8
DURATION VAO ASSIGNMENT											
Less Than 3 Mos.	100	±0	46	15	20	12	48	23	28	17	±7
3 Mos. to Less Than 6 Mos.	100	±0	54	8	13	9	48	9	28	15	±6
6 Mos. to Less Than 1 Year	97	±3	36	14	17	8	31	11	28	14	±7
1 Year or More	99	±2	55	15	19	15	52	13	29	23	±5
PRIOR VAO SERVICE											
Prior Service	100	±0	52	15	18	12	45	15	29	24	±6
Non-Prior Service	98	±1	48	12	17	12	47	13	28	16	±4
VAO TRAINING											
Trained	99	±2	53	10	20	15	51	14	31	25	±5
Not Trained	99	±1	48	14	17	11	44	15	27	15	±4
AGE											
25 to 29 Years Old	96	±3	50	18	15	15	49	18	34	23	±9
30 to 34 Years Old	100	±0	56	18	14	12	54	16	26	14	±6
35 to 44 Years Old	100	±0	43	6	14	8	41	6	24	13	±5
45 Years Old or More	98	±2	50	14	23	16	43	18	34	27	±6

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

21. During 2008, did you assist voters by sending and/or receiving any of the following voting materials by e-mail?

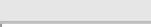
- a. Sent Federal Post Card Applications (FPCAs) b. Received FPCAs c. Sent blank absentee ballots
- d. Received blank absentee ballots e. Sent voted ballots f. Received voted ballots
- g. Sent other voting materials h. Received other voting materials

	Percent Responding		Percentages								Max ME
			a	b	c	d	e	f	g	h	
TOTAL	98	±1	24	7	15	7	9	4	36	27	±3
Africa	97	±2	18	11	18	8	16	11	24	26	±6
East Asia/Pacific	100	±0	37	11	17	6	9	3	46	23	±7
Europe	98	±2	22	4	15	6	6	2	30	28	±5
Near East/South Central Asia	97	±4	25	7	11	14	14	7	43	29	±10
Western Hemisphere	98	±2	19	5	14	5	5	0	43	31	±7
CITIZENS IN CONSULAR DISTRICT											
Less Than 5,000	98	±2	21	10	15	13	13	8	27	28	±5
5,001 – 20,000	98	±2	21	2	12	2	5	0	44	24	±6
20,001 – 50,000	100	±0	20	10	16	7	3	0	36	33	±8
More Than 50,000	96	±4	45	4	18	NR	14	5	49	23	±9
TIME OVERSEAS											
Less Than 1 Year	97	±2	19	5	17	10	14	7	33	27	±6
1 Year to Less Than 3 Years	98	±2	23	6	12	6	5	3	34	24	±4
3 Years or More	100	±0	39	11	23	4	20	4	50	35	±8
DURATION VAO ASSIGNMENT											
Less Than 3 Mos.	97	±2	21	5	15	8	13	5	42	23	±7
3 Mos. to Less Than 6 Mos.	98	±2	13	2	4	5	7	0	33	27	±6
6 Mos. to Less Than 1 Year	97	±3	31	14	25	8	17	11	31	39	±7
1 Year or More	99	±2	28	7	16	8	6	3	38	23	±5
PRIOR VAO SERVICE											
Prior Service	98	±2	24	3	19	5	7	4	43	30	±6
Non-Prior Service	98	±2	24	8	13	8	10	4	33	26	±4
VAO TRAINING											
Trained	99	±2	33	8	21	6	16	6	47	29	±5
Not Trained	98	±2	19	6	12	8	6	3	31	27	±4
AGE											
25 to 29 Years Old	96	±3	27	4	7	4	7	0	35	20	±9
30 to 34 Years Old	98	±2	16	10	12	10	11	4	27	27	±6
35 to 44 Years Old	100	±0	19	5	10	5	10	5	30	22	±5
45 Years Old or More	96	±3	33	7	26	9	9	6	50	33	±6

Note. Percent responding are Department of State Voting Assistance Officers who answered the question.

NR: Not reportable

22. Did you receive the 2008-09 Voting Assistance Guide (VAG)?

	Percent Responding		Percentages	Max	Percentage
			Yes	ME	Reporting Yes
TOTAL	98	±1	95	±2	
Africa	95	±3	100	±0	
East Asia/Pacific	100	±0	97	±4	
Europe	100	±0	100	±0	
Near East/South Central Asia	97	±4	89	±8	
Western Hemisphere	100	±0	88	±5	
CITIZENS IN CONSULAR DISTRICT					
Less Than 5,000	98	±2	98	±3	
5,001 – 20,000	98	±2	91	±4	
20,001 – 50,000	100	±0	93	±5	
More Than 50,000	100	±0	100	±0	
TIME OVERSEAS					
Less Than 1 Year	98	±2	95	±4	
1 Year to Less Than 3 Years	98	±2	96	±2	
3 Years or More	100	±0	92	±7	
DURATION VAO ASSIGNMENT					
Less Than 3 Mos.	97	±2	95	±5	
3 Mos. to Less Than 6 Mos.	100	±0	89	±5	
6 Mos. to Less Than 1 Year	97	±3	100	±0	
1 Year or More	99	±2	97	±3	
PRIOR VAO SERVICE					
Prior Service	100	±0	93	±4	
Non-Prior Service	98	±2	96	±2	
VAO TRAINING					
Trained	99	±2	98	±2	
Not Trained	98	±1	94	±3	
AGE					
25 to 29 Years Old	96	±3	96	±7	
30 to 34 Years Old	100	±0	94	±4	
35 to 44 Years Old	100	±0	97	±3	
45 Years Old or More	96	±3	94	±4	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. The Department of Defense 2008-09 VAG provides state-by-state information about registering to vote and requesting an absentee ballot.

23. During 2008, in what month did you receive the 2008-09 Voting Assistance Guide (VAG)? (Continued)

7. July
10. October
13. Do not recall

8. August
11. November

9. September
12. Prior to January 2008

	Percent Responding		Percentages							Max ME
			7	8	9	10	11	12	13	
TOTAL	92	±2	2	2	2	0°	0°	23	37	±3
Africa	95	±3	3	0	0	0°	0°	27	46	±7
East Asia/Pacific	94	±4	0	0	0	0°	0°	30	33	±7
Europe	100	±0	2	2	0	0°	0°	18	42	±5
Near East/South Central Asia	86	±7	NR	4	8	0°	0°	20	28	±10
Western Hemisphere	84	±5	3	3	6	0°	0°	22	31	±7
CITIZENS IN CONSULAR DISTRICT										
Less Than 5,000	95	±3	1	0	4	0°	0°	22	43	±5
5,001 – 20,000	86	±4	2	4	0	0°	0°	28	27	±6
20,001 – 50,000	90	±5	0	0	0	0°	0°	25	37	±8
More Than 50,000	100	±0	4	4	5	0°	0°	17	39	±9
TIME OVERSEAS										
Less Than 1 Year	93	±3	2	4	7	0°	0°	13	42	±6
1 Year to Less Than 3 Years	92	±3	2	0	0	0°	0°	27	36	±4
3 Years or More	92	±5	0	4	0	0°	0°	34	25	±8
DURATION VAO ASSIGNMENT										
Less Than 3 Mos.	90	±5	3	6	6	0°	0°	20	34	±7
3 Mos. to Less Than 6 Mos.	85	±5	0	0	3	0°	0°	10	48	±7
6 Mos. to Less Than 1 Year	97	±3	0	0	3	0°	0°	17	34	±7
1 Year or More	96	±3	3	1	0	0°	0°	35	34	±5
PRIOR VAO SERVICE										
Prior Service	93	±3	2	0	0	0°	0°	23	40	±6
Non-Prior Service	92	±2	2	2	3	0°	0°	24	36	±4
VAO TRAINING										
Trained	94	±3	0	3	2	0°	0°	22	35	±6
Not Trained	92	±3	2	1	3	0°	0°	24	39	±4
AGE										
25 to 29 Years Old	89	±6	NR	4	4	0°	0°	30	41	±9
30 to 34 Years Old	92	±3	0	2	0	0°	0°	13	37	±6
35 to 44 Years Old	95	±3	2	0	4	0°	0°	23	34	±6
45 Years Old or More	91	±4	4	2	2	0°	0°	31	37	±6

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who received the 2008-09 VAG (Q22).
NR: Not reportable ° Response option never endorsed.

24. During 2008, how useful was the 2008-09 Voting Assistance Guide (VAG) in helping you perform your Voting Assistance Officer (VAO) duties?

1. Not at all useful
4. Useful

2. Not very useful
5. Very useful

3. Somewhat useful

	Percent Responding		Percentages					Max ME	Average Usefulness		
			1	2	3	4	5				
TOTAL	94	±2	0 ^o	1	8	16	75	±3	4.7	±0.1	
Africa	95	±3	0 ^o	0	11	14	76	±6	4.6	±0.1	
East Asia/Pacific	97	±3	0 ^o	0	6	6	88	±5	4.8	±0.1	
Europe	100	±0	0 ^o	2	7	18	73	±5	4.6	±0.1	
Near East/South Central Asia	86	±7	0 ^o	NR	8	20	72	±10	4.6	±0.2	
Western Hemisphere	88	±4	0 ^o	3	8	21	68	±7	4.6	±0.1	
CITIZENS IN CONSULAR DISTRICT											
Less Than 5,000	95	±3	0 ^o	1	11	22	66	±5	4.5	±0.1	
5,001 – 20,000	90	±4	0 ^o	0	9	11	79	±5	4.7	±0.1	
20,001 – 50,000	93	±4	0 ^o	4	0	10	86	±6	4.8	±0.1	
More Than 50,000	100	±0	0 ^o	0	4	13	83	±7	4.8	±0.1	
TIME OVERSEAS											
Less Than 1 Year	93	±3	0 ^o	0	11	23	66	±6	4.6	±0.1	
1 Year to Less Than 3 Years	95	±2	0 ^o	2	6	15	78	±4	4.7	±0.1	
3 Years or More	92	±5	0 ^o	0	13	5	83	±8	4.7	±0.2	
DURATION VAO ASSIGNMENT											
Less Than 3 Mos.	92	±4	0 ^o	0	3	28	70	±7	4.7	±0.1	
3 Mos. to Less Than 6 Mos.	89	±4	0 ^o	2	15	15	68	±6	4.5	±0.2	
6 Mos. to Less Than 1 Year	97	±3	0 ^o	3	3	11	84	±6	4.8	±0.1	
1 Year or More	96	±3	0 ^o	0	10	14	77	±5	4.7	±0.1	
PRIOR VAO SERVICE											
Prior Service	93	±3	0 ^o	0	6	9	85	±5	4.8	±0.1	
Non-Prior Service	94	±2	0 ^o	1	9	19	70	±4	4.6	±0.1	
VAO TRAINING											
Trained	97	±2	0 ^o	0	5	12	83	±5	4.8	±0.1	
Not Trained	92	±3	0 ^o	2	10	17	71	±4	4.6	±0.1	
AGE											
25 to 29 Years Old	92	±5	0 ^o	0	20	28	52	±9	4.3	±0.2	
30 to 34 Years Old	94	±3	0 ^o	2	7	17	74	±6	4.6	±0.1	
35 to 44 Years Old	97	±3	0 ^o	2	7	10	82	±5	4.7	±0.1	
45 Years Old or More	91	±4	0 ^o	0	6	13	81	±5	4.8	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who received the 2008-09 VAG (Q22).

NR: Not reportable

^o Response option never endorsed.

25. Did you like the following features of the 2008-09 Voting Assistance Guide (VAG)?

- a. State-by-state information on registering and voting absentee
 b. Dates of elections and deadlines
 c. Information on how to fill out the Federal Post Card Application (FPCA)
 d. Mailing addresses for FPCAs or ballots
 e. Information on electronically transmitting FPCAs or ballots by fax
 f. Information on electronically transmitting FPCAs or ballots by e-mail
 g. The overall layout and design
 h. Some other feature

	Percent Responding		Percentages								Max ME	
			a	b	c	d	e	f	g	h		
TOTAL	94	±2	100	95	95	98	88	88	88	89	18	±3
Africa	95	±3	100	100	92	100	86	86	86	95	14	±6
East Asia/Pacific	97	±3	100	94	100	97	94	94	94	91	26	±7
Europe	100	±0	100	95	96	100	87	87	87	85	15	±4
Near East/South Central Asia	86	±7	NR	92	92	NR	88	88	88	80	20	±9
Western Hemisphere	88	±4	100	92	95	95	87	87	84	92	16	±6
CITIZENS IN CONSULAR DISTRICT												
Less Than 5,000	95	±3	100	95	94	100	88	88	88	90	16	±4
5,001 – 20,000	90	±4	100	94	98	98	87	87	87	87	11	±5
20,001 – 50,000	93	±4	100	97	89	93	89	89	86	82	21	±7
More Than 50,000	100	±0	100	91	100	100	91	91	91	96	31	±9
TIME OVERSEAS												
Less Than 1 Year	93	±3	100	93	96	100	86	88	88	91	16	±5
1 Year to Less Than 3 Years	95	±2	100	95	94	97	90	90	87	86	17	±3
3 Years or More	92	±5	100	96	100	100	87	87	92	96	21	±8
DURATION VAO ASSIGNMENT												
Less Than 3 Mos.	92	±4	100	94	94	100	84	84	84	91	28	±7
3 Mos. to Less Than 6 Mos.	89	±4	100	93	92	98	90	90	88	80	12	±6
6 Mos. to Less Than 1 Year	97	±3	100	100	95	97	89	89	92	89	14	±5
1 Year or More	96	±3	100	93	97	99	89	89	88	92	17	±4
PRIOR VAO SERVICE												
Prior Service	93	±3	100	93	98	100	89	89	89	92	11	±4
Non-Prior Service	94	±2	100	95	94	98	88	88	87	87	20	±3
VAO TRAINING												
Trained	97	±2	100	95	100	98	95	95	94	92	20	±5
Not Trained	92	±3	100	94	92	98	85	85	85	87	16	±3
AGE												
25 to 29 Years Old	92	±5	100	100	88	96	80	80	76	88	24	±8
30 to 34 Years Old	94	±3	100	93	96	98	94	94	92	83	11	±5
35 to 44 Years Old	97	±3	100	93	95	98	88	88	90	90	20	±5
45 Years Old or More	91	±4	100	94	98	100	87	87	87	92	17	±5

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who received the 2008-09 VAG (Q22).
 NR: Not reportable

27. During 2008, did you use the Voting Information News (VIN) newsletter?

	Percent Responding		Percentages	Max ME	Percentage Reporting Yes
			Yes		
TOTAL	86	±2	88	±3	
Africa	85	±5	88	±6	
East Asia/Pacific	86	±5	93	±5	
Europe	89	±3	90	±4	
Near East/South Central Asia	79	±8	83	±10	
Western Hemisphere	91	±4	87	±5	
CITIZENS IN CONSULAR DISTRICT					
Less Than 5,000	83	±4	89	±4	
5,001 – 20,000	91	±4	89	±4	
20,001 – 50,000	90	±5	81	±8	
More Than 50,000	82	±8	95	±6	
TIME OVERSEAS					
Less Than 1 Year	83	±5	84	±5	
1 Year to Less Than 3 Years	87	±3	91	±3	
3 Years or More	92	±5	88	±6	
DURATION VAO ASSIGNMENT					
Less Than 3 Mos.	82	±5	84	±7	
3 Mos. to Less Than 6 Mos.	82	±5	87	±6	
6 Mos. to Less Than 1 Year	89	±5	82	±6	
1 Year or More	90	±3	94	±4	
PRIOR VAO SERVICE					
Prior Service	88	±4	92	±4	
Non-Prior Service	86	±3	87	±3	
VAO TRAINING					
Trained	89	±4	87	±5	
Not Trained	85	±3	89	±3	
AGE					
25 to 29 Years Old	89	±5	83	±8	
30 to 34 Years Old	88	±4	89	±5	
35 to 44 Years Old	89	±4	86	±5	
45 Years Old or More	80	±5	93	±4	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who received the VIN newsletter during 2008 (Q26).

28. During 2008, did you use the Voting Information News (VIN) newsletter in the following ways?

- a. Forwarded it by e-mail b. Photocopied the newsletter and distributed it c. Extracted selected information and distributed it
- d. Kept it for reference e. Used it in some other way

	Percent Responding		Percentages					Max ME
			a	b	c	d	e	
TOTAL	76	±3	58	21	70	95	14	±4
Africa	74	±6	55	21	72	100	14	±8
East Asia/Pacific	80	±6	54	21	82	89	25	±8
Europe	80	±4	57	23	66	100	9	±6
Near East/South Central Asia	66	±9	58	21	68	89	16	±12
Western Hemisphere	79	±5	65	21	65	94	12	±7
CITIZENS IN CONSULAR DISTRICT								
Less Than 5,000	74	±4	66	22	69	97	16	±5
5,001 – 20,000	81	±5	48	23	73	94	10	±6
20,001 – 50,000	73	±7	68	9	60	100	22	±9
More Than 50,000	77	±8	44	34	83	89	11	±10
TIME OVERSEAS								
Less Than 1 Year	70	±5	52	17	69	93	14	±7
1 Year to Less Than 3 Years	78	±4	62	18	73	95	14	±5
3 Years or More	81	±6	48	48	62	NR	19	±9
DURATION VAO ASSIGNMENT								
Less Than 3 Mos.	69	±7	40	15	70	89	14	±9
3 Mos. to Less Than 6 Mos.	71	±6	73	21	73	97	15	±7
6 Mos. to Less Than 1 Year	72	±6	67	26	70	100	11	±8
1 Year or More	84	±4	53	23	70	95	16	±5
PRIOR VAO SERVICE								
Prior Service	81	±5	57	21	62	94	12	±6
Non-Prior Service	74	±3	58	22	75	96	16	±4
VAO TRAINING								
Trained	77	±5	54	27	79	96	16	±6
Not Trained	75	±4	61	19	67	95	14	±4
AGE								
25 to 29 Years Old	74	±8	61	25	65	95	21	±10
30 to 34 Years Old	78	±5	61	15	67	97	18	±7
35 to 44 Years Old	76	±5	59	23	72	91	11	±6
45 Years Old or More	75	±5	52	26	72	98	14	±6

Note. Percent responding are Department of State Voting Assistance Officers who answered the question, who received the VIN newsletter during 2008 (Q26), and who used the VIN newsletter (Q27).

NR: Not reportable

29. Overall, how useful was the Voting Information News (VIN) newsletter in helping you carry out your Voting Assistance Officer (VAO) duties?

1. Not at all useful
4. Useful

2. Not very useful
5. Very useful

3. Somewhat useful

	Percent Responding		Percentages					Max ME	Average Usefulness		
			1	2	3	4	5				
TOTAL	76	±3	0°	5	21	42	33	±4	4.0	±0.1	
Africa	74	±6	0°	3	31	41	24	±8	3.9	±0.2	
East Asia/Pacific	80	±6	0°	0	18	29	54	±8	4.4	±0.2	
Europe	80	±4	0°	9	11	45	34	±6	4.0	±0.1	
Near East/South Central Asia	66	±9	0°	5	26	47	21	±12	3.8	±0.2	
Western Hemisphere	79	±5	0°	3	24	44	29	±7	4.0	±0.2	
CITIZENS IN CONSULAR DISTRICT											
Less Than 5,000	74	±4	0°	5	20	45	30	±6	4.0	±0.1	
5,001 – 20,000	81	±5	0°	4	25	40	31	±6	4.0	±0.1	
20,001 – 50,000	73	±7	0°	0	19	41	41	±9	4.2	±0.2	
More Than 50,000	77	±8	0°	11	11	33	45	±10	4.1	±0.2	
TIME OVERSEAS											
Less Than 1 Year	70	±5	0°	7	14	53	26	±7	4.0	±0.2	
1 Year to Less Than 3 Years	78	±4	0°	4	24	42	30	±5	4.0	±0.1	
3 Years or More	81	±6	0°	NR	24	14	62	±9	4.4	±0.2	
DURATION VAO ASSIGNMENT											
Less Than 3 Mos.	69	±7	0°	11	22	48	19	±9	3.7	±0.2	
3 Mos. to Less Than 6 Mos.	71	±6	0°	6	12	40	42	±7	4.2	±0.2	
6 Mos. to Less Than 1 Year	72	±6	0°	0	19	44	37	±8	4.2	±0.2	
1 Year or More	84	±4	0°	3	25	37	34	±5	4.0	±0.1	
PRIOR VAO SERVICE											
Prior Service	81	±5	0°	2	28	42	29	±6	4.0	±0.1	
Non-Prior Service	74	±3	0°	6	18	41	36	±4	4.1	±0.1	
VAO TRAINING											
Trained	77	±5	0°	0	25	35	40	±6	4.2	±0.1	
Not Trained	75	±4	0°	7	17	46	30	±4	4.0	±0.1	
AGE											
25 to 29 Years Old	74	±8	0°	NR	20	51	29	±10	4.1	±0.2	
30 to 34 Years Old	78	±5	0°	13	21	33	33	±7	3.9	±0.2	
35 to 44 Years Old	76	±5	0°	2	28	38	32	±6	4.0	±0.1	
45 Years Old or More	75	±5	0°	2	14	46	37	±6	4.2	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question, who received the VIN newsletter during 2008 (Q26), and who used the VIN newsletter (Q27).

NR: Not reportable

° Response option never endorsed.

30. During 2008, when you used the Voting Information News (VIN) newsletter, did you like the following features?

- a. The overall layout and design
- b. The information it contained
- c. Ease of use
- d. Frequency of the newsletter
- e. Timeliness of the information in the newsletter
- f. "To Do" checklist
- g. Some other feature

	Percent Responding		Percentages							Max ME
			a	b	c	d	e	f	g	
TOTAL	75	±3	85	97	84	84	86	86	6	±3
Africa	72	±6	71	96	79	75	82	79	4	±8
East Asia/Pacific	77	±6	93	100	89	81	93	85	4	±7
Europe	80	±4	86	95	86	77	86	84	7	±5
Near East/South Central Asia	66	±9	79	95	74	95	89	89	5	±11
Western Hemisphere	79	±5	94	97	88	94	82	91	9	±6
CITIZENS IN CONSULAR DISTRICT										
Less Than 5,000	73	±4	79	97	79	77	81	86	3	±5
5,001 – 20,000	80	±5	91	98	87	85	85	83	4	±5
20,001 – 50,000	73	±7	100	100	95	100	95	100	14	±7
More Than 50,000	77	±8	78	89	83	84	94	78	12	±9
TIME OVERSEAS										
Less Than 1 Year	70	±5	81	95	83	84	81	69	7	±7
1 Year to Less Than 3 Years	77	±4	85	96	84	82	87	92	3	±4
3 Years or More	81	±6	NR	NR	90	91	91	95	14	±8
DURATION VAO ASSIGNMENT										
Less Than 3 Mos.	69	±7	82	93	85	82	78	67	4	±8
3 Mos. to Less Than 6 Mos.	71	±6	88	97	85	85	85	88	6	±6
6 Mos. to Less Than 1 Year	72	±6	93	100	100	85	82	93	15	±7
1 Year or More	81	±4	84	97	77	83	92	90	3	±5
PRIOR VAO SERVICE										
Prior Service	81	±5	92	98	87	81	88	90	4	±5
Non-Prior Service	73	±4	83	96	83	84	85	84	7	±4
VAO TRAINING										
Trained	77	±5	86	98	83	83	85	92	6	±5
Not Trained	74	±4	86	96	85	84	87	83	6	±4
AGE										
25 to 29 Years Old	70	±8	78	94	78	90	95	85	NR	±10
30 to 34 Years Old	78	±5	85	98	80	72	69	84	8	±7
35 to 44 Years Old	74	±5	91	98	91	85	89	87	9	±5
45 Years Old or More	75	±5	88	98	88	93	95	88	5	±5

Note. Percent responding are Department of State Voting Assistance Officers who answered the question, who received the VIN newsletter during 2008 (Q26), and who used the VIN newsletter (Q27).
 NR: Not reportable

31. During 2008, did you visit the Federal Voting Assistance Program (FVAP) Web site?

	Percent Responding		Percentages	Max	Percentage
			Yes	ME	Reporting Yes
TOTAL	99	±1	96	±2	
Africa	97	±2	92	±5	
East Asia/Pacific	100	±0	100	±0	
Europe	100	±0	96	±3	
Near East/South Central Asia	97	±4	96	±6	
Western Hemisphere	100	±0	98	±3	
CITIZENS IN CONSULAR DISTRICT					
Less Than 5,000	99	±2	95	±3	
5,001 – 20,000	98	±2	98	±3	
20,001 – 50,000	100	±0	97	±4	
More Than 50,000	100	±0	96	±5	
TIME OVERSEAS					
Less Than 1 Year	100	±0	93	±4	
1 Year to Less Than 3 Years	98	±2	98	±2	
3 Years or More	100	±0	96	±5	
DURATION VAO ASSIGNMENT					
Less Than 3 Mos.	100	±0	92	±5	
3 Mos. to Less Than 6 Mos.	100	±0	100	±0	
6 Mos. to Less Than 1 Year	97	±3	92	±5	
1 Year or More	99	±2	99	±2	
PRIOR VAO SERVICE					
Prior Service	100	±0	98	±2	
Non-Prior Service	98	±1	96	±2	
VAO TRAINING					
Trained	99	±2	98	±2	
Not Trained	99	±1	95	±2	
AGE					
25 to 29 Years Old	96	±3	96	±5	
30 to 34 Years Old	100	±0	94	±4	
35 to 44 Years Old	100	±0	100	±0	
45 Years Old or More	98	±2	95	±3	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. The FVAP Web site, www.fvap.gov, provides voting-related information and resources.

32. How many times did you visit the Federal Voting Assistance Program (FVAP) Web site during 2008?

1. Every day
 2. At least once a week, but not every day
 3. At least once a month, but not every week
 4. At least once in 2008, but not every month
 5. Do not recall

	Percent Responding		Percentages					Max ME
			1	2	3	4	5	
TOTAL	95	±2	22	49	21	6	2	±3
Africa	87	±5	6	56	29	6	3	±7
East Asia/Pacific	100	±0	34	51	9	6	0	±7
Europe	96	±2	13	45	28	9	4	±5
Near East/South Central Asia	93	±5	26	44	26	4	NR	±10
Western Hemisphere	98	±2	33	48	12	5	2	±7
CITIZENS IN CONSULAR DISTRICT								
Less Than 5,000	94	±3	5	51	32	10	2	±5
5,001 – 20,000	95	±3	37	47	11	3	2	±6
20,001 – 50,000	97	±3	31	48	14	3	3	±8
More Than 50,000	96	±4	37	45	14	5	NR	±9
TIME OVERSEAS								
Less Than 1 Year	93	±3	22	48	21	5	3	±6
1 Year to Less Than 3 Years	96	±2	18	51	22	7	2	±4
3 Years or More	96	±3	44	41	12	4	0	±8
DURATION VAO ASSIGNMENT								
Less Than 3 Mos.	92	±4	23	52	11	11	3	±7
3 Mos. to Less Than 6 Mos.	100	±0	35	37	17	6	4	±6
6 Mos. to Less Than 1 Year	89	±4	12	66	18	3	0	±7
1 Year or More	96	±2	19	47	28	5	1	±5
PRIOR VAO SERVICE								
Prior Service	97	±2	21	49	16	10	3	±6
Non-Prior Service	94	±2	23	49	22	5	1	±4
VAO TRAINING								
Trained	97	±2	28	50	14	5	3	±5
Not Trained	94	±2	20	47	24	7	2	±4
AGE								
25 to 29 Years Old	93	±4	16	52	21	12	NR	±9
30 to 34 Years Old	94	±3	22	47	23	6	2	±6
35 to 44 Years Old	100	±0	21	50	22	5	2	±6
45 Years Old or More	91	±4	27	48	15	6	4	±6

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who visited the FVAP Web site during 2008 (Q31).

NR: Not reportable

33. During 2008, did you visit the Federal Voting Assistance Program (FVAP) Web site for any of the following reasons?

- a. To access the online 2008-09 Voting Assistance Guide (VAG) b. To access Voting Information News (VIN) newsletters c. To access other FVAP publications
- d. To access the Voting Calendar e. To access the online Federal Post Card Application (FPCA) f. To link to other election-related Web sites

	Percent Responding		Percentages						Max ME
			a	b	c	d	e	f	
TOTAL	95	±2	77	28	59	69	83	76	±3
Africa	90	±4	66	26	51	69	71	77	±7
East Asia/Pacific	100	±0	77	31	80	69	89	80	±7
Europe	96	±2	81	30	53	60	85	72	±5
Near East/South Central Asia	93	±5	85	30	59	74	78	81	±10
Western Hemisphere	98	±2	74	24	57	79	90	74	±7
CITIZENS IN CONSULAR DISTRICT									
Less Than 5,000	94	±3	65	26	59	65	78	76	±5
5,001 – 20,000	96	±3	88	35	58	74	86	76	±6
20,001 – 50,000	97	±3	83	24	72	76	86	72	±8
More Than 50,000	96	±4	86	27	50	73	91	82	±9
TIME OVERSEAS									
Less Than 1 Year	93	±3	75	32	52	61	85	70	±6
1 Year to Less Than 3 Years	96	±2	77	25	60	74	82	77	±4
3 Years or More	96	±3	80	32	76	72	84	88	±8
DURATION VAO ASSIGNMENT									
Less Than 3 Mos.	92	±4	75	31	50	61	80	75	±7
3 Mos. to Less Than 6 Mos.	100	±0	74	29	59	72	89	72	±6
6 Mos. to Less Than 1 Year	89	±4	78	33	75	64	82	70	±7
1 Year or More	97	±2	80	26	58	76	81	82	±5
PRIOR VAO SERVICE									
Prior Service	98	±2	86	25	50	72	85	71	±6
Non-Prior Service	94	±2	74	30	64	69	82	79	±4
VAO TRAINING									
Trained	97	±2	81	32	71	79	86	80	±5
Not Trained	95	±2	74	27	54	65	81	74	±4
AGE									
25 to 29 Years Old	93	±4	73	21	53	57	88	77	±9
30 to 34 Years Old	94	±3	75	28	66	79	90	79	±6
35 to 44 Years Old	100	±0	79	29	56	64	79	73	±6
45 Years Old or More	93	±3	79	30	60	72	79	77	±6

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who visited the FVAP Web site during 2008 (Q31).

33. During 2008, did you visit the Federal Voting Assistance Program (FVAP) Web site for any of the following reasons? (Continued)

- g. To obtain Voter Assistance Officer (VAO) training
- h. To find a U.S. Representative or U.S. Senator
- i. To obtain toll-free telephone numbers
- j. To send e-mail to FVAP
- k. To obtain information for your own publications
- l. Some other reason

	Percent Responding		Percentages						Max ME
			g	h	i	j	k	l	
TOTAL	95	±2	31	21	56	19	40	19	±3
Africa	90	±4	31	20	54	6	34	23	±7
East Asia/Pacific	100	±0	37	17	66	26	51	23	±7
Europe	96	±2	25	21	53	13	32	15	±5
Near East/South Central Asia	93	±5	33	33	52	30	37	19	±10
Western Hemisphere	98	±2	31	17	57	26	45	19	±7
CITIZENS IN CONSULAR DISTRICT									
Less Than 5,000	94	±3	31	19	45	14	27	19	±5
5,001 – 20,000	96	±3	30	19	68	25	38	18	±6
20,001 – 50,000	97	±3	27	24	51	28	51	20	±8
More Than 50,000	96	±4	37	32	73	14	73	23	±9
TIME OVERSEAS									
Less Than 1 Year	93	±3	31	18	50	23	42	13	±6
1 Year to Less Than 3 Years	96	±2	29	20	59	15	41	22	±4
3 Years or More	96	±3	32	33	56	25	28	24	±8
DURATION VAO ASSIGNMENT									
Less Than 3 Mos.	92	±4	17	20	50	17	33	20	±7
3 Mos. to Less Than 6 Mos.	100	±0	27	24	44	24	44	13	±6
6 Mos. to Less Than 1 Year	89	±4	58	21	67	18	52	25	±7
1 Year or More	97	±2	27	21	62	17	35	21	±5
PRIOR VAO SERVICE									
Prior Service	98	±2	17	19	53	18	38	23	±6
Non-Prior Service	94	±2	36	22	57	19	41	18	±4
VAO TRAINING									
Trained	97	±2	42	19	64	17	51	20	±6
Not Trained	95	±2	25	23	52	20	34	19	±4
AGE									
25 to 29 Years Old	93	±4	25	12	60	20	24	15	±9
30 to 34 Years Old	94	±3	38	20	41	19	38	19	±6
35 to 44 Years Old	100	±0	32	23	56	16	44	19	±6
45 Years Old or More	93	±3	23	27	64	19	42	23	±6

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who visited the FVAP Web site during 2008 (Q31).

34. Overall, how satisfied or dissatisfied were you with the Federal Voting Assistance Program (FVAP) Web site when you visited it in 2008?

1. Very dissatisfied
4. Satisfied

2. Dissatisfied
5. Very satisfied

3. Neither satisfied nor dissatisfied

	Percent Responding		Percentages					Max ME	Average Satisfaction		
			1	2	3	4	5				
TOTAL	95	±2	0°	3	6	41	50	±3	4.4	±0.1	
Africa	87	±5	0°	3	12	38	47	±7	4.3	±0.2	
East Asia/Pacific	100	±0	0°	3	6	37	54	±7	4.4	±0.1	
Europe	96	±2	0°	2	4	49	45	±5	4.4	±0.1	
Near East/South Central Asia	93	±5	0°	7	NR	52	41	±10	4.3	±0.2	
Western Hemisphere	98	±2	0°	0	7	31	62	±7	4.5	±0.1	
CITIZENS IN CONSULAR DISTRICT											
Less Than 5,000	93	±3	0°	1	6	45	48	±5	4.4	±0.1	
5,001 – 20,000	96	±3	0°	4	5	39	52	±6	4.4	±0.1	
20,001 – 50,000	97	±3	0°	7	3	41	48	±8	4.3	±0.2	
More Than 50,000	96	±4	0°	NR	9	32	59	±9	4.5	±0.2	
TIME OVERSEAS											
Less Than 1 Year	93	±3	0°	4	5	48	43	±6	4.3	±0.1	
1 Year to Less Than 3 Years	96	±2	0°	3	6	41	50	±4	4.4	±0.1	
3 Years or More	92	±5	0°	0	4	25	71	±8	4.7	±0.1	
DURATION VAO ASSIGNMENT											
Less Than 3 Mos.	92	±4	0°	3	5	50	42	±7	4.3	±0.2	
3 Mos. to Less Than 6 Mos.	100	±0	0°	5	9	35	52	±6	4.3	±0.1	
6 Mos. to Less Than 1 Year	89	±4	0°	3	3	21	73	±7	4.6	±0.1	
1 Year or More	96	±2	0°	1	5	48	45	±5	4.4	±0.1	
PRIOR VAO SERVICE											
Prior Service	97	±2	0°	2	5	41	52	±6	4.4	±0.1	
Non-Prior Service	94	±2	0°	3	6	40	50	±4	4.4	±0.1	
VAO TRAINING											
Trained	96	±2	0°	5	2	36	58	±6	4.5	±0.1	
Not Trained	95	±2	0°	2	8	44	47	±4	4.4	±0.1	
AGE											
25 to 29 Years Old	93	±4	0°	4	8	49	39	±9	4.2	±0.2	
30 to 34 Years Old	94	±3	0°	0	6	44	49	±6	4.4	±0.1	
35 to 44 Years Old	100	±0	0°	5	2	42	52	±6	4.4	±0.1	
45 Years Old or More	91	±4	0°	2	8	33	57	±6	4.5	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who visited the FVAP Web site during 2008 (Q31).

NR: Not reportable

° Response option never endorsed.

35. What were your reasons for not visiting the Federal Voting Assistance Program (FVAP) Web site in 2008?

- a. I did not know about it.
- b. I did not know what it was for.
- c. I knew about it, but did not know the Web site address.
- d. I got all the information I needed from other sources.
- e. I did not think it would be useful.
- f. Some other reason

	Percent Responding		Percentages						Max ME
			a	b	c	d	e	f	
TOTAL	3	±2	28	14	0°	57	0°	0°	±15
Africa	8	±4	NR	NR	0°	NR	0°	0°	
East Asia/Pacific	NA		NA	NA	NA	NA	NA	NA	
Europe	4	±2	NR	NR	0°	NR	0°	0°	
Near East/South Central Asia	3	±4	NR	NR	0°	NR	0°	0°	
Western Hemisphere	2	±2	NR	NR	0°	NR	0°	0°	
CITIZENS IN CONSULAR DISTRICT									
Less Than 5,000	5	±2	NR	NR	0°	NR	0°	0°	
5,001 – 20,000	2	±2	NR	NR	0°	NR	0°	0°	
20,001 – 50,000	3	±3	NR	NR	0°	NR	0°	0°	
More Than 50,000	4	±4	NR	NR	0°	NR	0°	0°	
TIME OVERSEAS									
Less Than 1 Year	7	±3	NR	NR	0°	NR	0°	0°	
1 Year to Less Than 3 Years	2	±1	NR	NR	0°	NR	0°	0°	
3 Years or More	4	±3	NR	NR	0°	NR	0°	0°	
DURATION VAO ASSIGNMENT									
Less Than 3 Mos.	8	±4	NR	NR	0°	NR	0°	0°	
3 Mos. to Less Than 6 Mos.	NA		NA	NA	NA	NA	NA	NA	
6 Mos. to Less Than 1 Year	8	±4	NR	NR	0°	NR	0°	0°	
1 Year or More	1	±1	NR	NR	0°	NR	0°	0°	
PRIOR VAO SERVICE									
Prior Service	2	±2	NR	NR	0°	NR	0°	0°	
Non-Prior Service	4	±2	32	16	0°	NR	0°	0°	±17
VAO TRAINING									
Trained	1	±2	NR	NR	0°	NR	0°	0°	
Not Trained	5	±2	33	16	0°	67	0°	0°	±17
AGE									
25 to 29 Years Old	4	±3	NR	NR	0°	NR	0°	0°	
30 to 34 Years Old	6	±3	NR	NR	0°	NR	0°	0°	
35 to 44 Years Old	NA		NA	NA	NA	NA	NA	NA	
45 Years Old or More	5	±3	NR	NR	0°	NR	0°	0°	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who did not visit the FVAP Web site during 2008 (Q31).
 NR: Not reportable ° Response option never endorsed.
 NA: Not applicable

36. During 2008, did you use or refer anyone to the Federal Voting Assistance Program (FVAP) toll-free telephone service?

	Percent Responding		Percentages	Max	Percentage
			Yes	ME	Reporting Yes
TOTAL	98	±1	31	±3	
Africa	97	±2	21	±6	
East Asia/Pacific	100	±0	34	±7	
Europe	100	±0	45	±5	
Near East/South Central Asia	93	±5	4	±6	
Western Hemisphere	100	±0	37	±6	
CITIZENS IN CONSULAR DISTRICT					
Less Than 5,000	99	±2	17	±4	
5,001 – 20,000	98	±2	37	±6	
20,001 – 50,000	96	±4	44	±8	
More Than 50,000	100	±0	47	±9	
TIME OVERSEAS					
Less Than 1 Year	100	±0	19	±5	
1 Year to Less Than 3 Years	97	±2	32	±4	
3 Years or More	100	±0	46	±8	
DURATION VAO ASSIGNMENT					
Less Than 3 Mos.	100	±0	22	±6	
3 Mos. to Less Than 6 Mos.	100	±0	28	±6	
6 Mos. to Less Than 1 Year	97	±3	30	±6	
1 Year or More	97	±2	36	±5	
PRIOR VAO SERVICE					
Prior Service	98	±2	34	±5	
Non-Prior Service	98	±1	29	±3	
VAO TRAINING					
Trained	99	±2	40	±5	
Not Trained	98	±2	26	±3	
AGE					
25 to 29 Years Old	96	±3	19	±8	
30 to 34 Years Old	100	±0	20	±5	
35 to 44 Years Old	98	±2	37	±5	
45 Years Old or More	98	±2	35	±5	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. The FVAP provides a toll-free telephone service from many countries that allows a caller to talk to FVAP staff for voting assistance.

37. Based on your experience in 2008 with the Federal Voting Assistance Program (FVAP) toll-free telephone service, how satisfied or dissatisfied were you with the assistance you received?

1. Very dissatisfied
4. Satisfied

2. Dissatisfied
5. Very satisfied

3. Neither satisfied nor dissatisfied

	Percent Responding		Percentages					Max ME	Average Satisfaction		
			1	2	3	4	5				
TOTAL	30	±3	2	5	36	35	23	±5	3.7	±0.1	
Africa	21	±6	NR	NR	50	38	13	±14	3.6	±0.2	
East Asia/Pacific	34	±7	8	NR	33	50	8	±12	3.5	±0.3	
Europe	45	±5	0	12	32	36	20	±8	3.6	±0.2	
Near East/South Central Asia	3	±4	NR	NR	NR	NR	NR		NR		
Western Hemisphere	37	±6	NR	NR	31	25	44	±10	4.1	±0.2	
CITIZENS IN CONSULAR DISTRICT											
Less Than 5,000	17	±4	NR	NR	40	47	13	±10	3.7	±0.2	
5,001 – 20,000	37	±5	0	9	41	32	18	±9	3.6	±0.2	
20,001 – 50,000	42	±7	NR	NR	31	39	31	±11	4.0	±0.2	
More Than 50,000	47	±9	9	9	27	27	27	±12	3.5	±0.3	
TIME OVERSEAS											
Less Than 1 Year	19	±4	NR	NR	58	33	8	±11	3.5	±0.2	
1 Year to Less Than 3 Years	31	±4	3	5	34	39	20	±7	3.7	±0.2	
3 Years or More	46	±8	NR	8	25	25	42	±11	4.0	±0.3	
DURATION VAO ASSIGNMENT											
Less Than 3 Mos.	22	±6	NR	NR	33	44	22	±13	3.9	±0.2	
3 Mos. to Less Than 6 Mos.	28	±5	NR	NR	39	31	31	±11	3.9	±0.2	
6 Mos. to Less Than 1 Year	29	±6	NR	NR	63	28	9	±12	3.5	±0.2	
1 Year or More	35	±5	4	11	26	37	22	±8	3.6	±0.2	
PRIOR VAO SERVICE											
Prior Service	33	±5	NR	15	30	20	35	±9	3.8	±0.2	
Non-Prior Service	28	±3	3	0	40	42	15	±6	3.7	±0.1	
VAO TRAINING											
Trained	39	±5	4	7	30	37	22	±8	3.7	±0.2	
Not Trained	26	±3	0	3	41	35	21	±7	3.7	±0.2	
AGE											
25 to 29 Years Old	18	±7	NR	NR	NR	NR	19	±16	3.8	±0.3	
30 to 34 Years Old	20	±5	NR	10	30	30	30	±13	3.8	±0.3	
35 to 44 Years Old	36	±5	4	4	44	30	17	±8	3.5	±0.2	
45 Years Old or More	35	±5	0	5	35	40	20	±9	3.8	±0.2	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who used or referred someone to the FVAP toll-free telephone service (Q36).

NR: Not reportable

38. Based on what you know of the experiences of those whom you referred in 2008 to the Federal Voting Assistance Program (FVAP) toll-free telephone service, how satisfied or dissatisfied were they with the assistance they received?

1. Very dissatisfied
4. Satisfied

2. Dissatisfied
5. Very satisfied

3. Neither satisfied nor dissatisfied
6. Don't know

	Percent Responding		Percentages						Max ME	Average Satisfaction		
			1	2	3	4	5	6				
TOTAL	30	±3	2	10	16	34	16	23	±5	3.7	±0.2	
Africa	21	±6	NR	NR	38	25	13	25	±14	3.7	±0.3	
East Asia/Pacific	34	±7	8	8	8	33	8	33	±12	3.4	±0.4	
Europe	45	±5	0	12	16	32	20	20	±7	3.8	±0.2	
Near East/South Central Asia	3	±4	NR	NR	NR	NR	NR	NR				
Western Hemisphere	37	±6	NR	13	13	44	19	13	±10	3.8	±0.2	
CITIZENS IN CONSULAR DISTRICT												
Less Than 5,000	17	±4	NR	7	13	47	7	26	±10	3.7	±0.2	
5,001 – 20,000	37	±5	0	13	18	36	13	19	±8	3.6	±0.2	
20,001 – 50,000	42	±7	NR	8	23	23	23	23	±11	3.8	±0.3	
More Than 50,000	47	±9	9	9	9	27	18	27	±12	3.5	±0.4	
TIME OVERSEAS												
Less Than 1 Year	19	±4	NR	17	16	34	NR	33	±11	3.2	±0.3	
1 Year to Less Than 3 Years	31	±4	3	5	19	36	14	22	±7	3.7	±0.2	
3 Years or More	46	±8	NR	17	8	25	33	17	±11	3.9	±0.3	
DURATION VAO ASSIGNMENT												
Less Than 3 Mos.	22	±6	NR	11	22	45	NR	22	±13	3.4	±0.3	
3 Mos. to Less Than 6 Mos.	28	±5	NR	NR	8	31	31	31	±11	4.3	±0.2	
6 Mos. to Less Than 1 Year	29	±6	NR	9	27	27	NR	36	±12	3.3	±0.3	
1 Year or More	35	±5	4	15	15	33	18	15	±8	3.6	±0.2	
PRIOR VAO SERVICE												
Prior Service	33	±5	NR	25	10	25	25	15	±8	3.6	±0.3	
Non-Prior Service	28	±3	3	3	20	37	10	28	±6	3.7	±0.2	
VAO TRAINING												
Trained	39	±5	4	15	4	41	15	22	±8	3.6	±0.2	
Not Trained	26	±3	0	6	26	30	15	24	±7	3.7	±0.2	
AGE												
25 to 29 Years Old	18	±7	NR	NR	NR	NR	19	NR	±16	NR		
30 to 34 Years Old	20	±5	NR	10	20	20	20	30	±12	3.7	±0.3	
35 to 44 Years Old	36	±5	4	13	22	26	13	22	±8	3.4	±0.2	
45 Years Old or More	35	±5	0	10	15	40	15	20	±9	3.7	±0.2	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who used or referred someone to the FVAP toll-free telephone service (Q36). Average satisfaction does not include those who indicated they "Don't know."

NR: Not reportable

39. During 2008, did you not use, or refer anyone to, the Federal Voting Assistance Program (FVAP) toll-free telephone service for any of the following reasons?

- a. I got all of the voting assistance I needed from other sources
 b. No one asked to be referred
 c. I did not know about it
 d. Some other reason

	Percent Responding		Percentages				Max ME
			a	b	c	d	
TOTAL	67	±3	72	63	31	15	±4
Africa	77	±6	57	67	33	17	±8
East Asia/Pacific	66	±7	78	61	43	17	±9
Europe	53	±5	83	72	38	0	±7
Near East/South Central Asia	90	±6	73	62	23	35	±10
Western Hemisphere	60	±6	73	50	19	4	±8
CITIZENS IN CONSULAR DISTRICT							
Less Than 5,000	81	±4	70	64	33	15	±5
5,001 – 20,000	62	±5	72	66	33	17	±7
20,001 – 50,000	54	±8	81	44	25	7	±11
More Than 50,000	49	±9	74	65	18	19	±13
TIME OVERSEAS							
Less Than 1 Year	79	±4	72	68	38	18	±7
1 Year to Less Than 3 Years	65	±4	75	62	30	14	±5
3 Years or More	54	±8	58	51	14	7	±11
DURATION VAO ASSIGNMENT							
Less Than 3 Mos.	75	±6	55	58	38	22	±8
3 Mos. to Less Than 6 Mos.	72	±5	82	72	51	7	±7
6 Mos. to Less Than 1 Year	68	±6	76	56	20	8	±8
1 Year or More	61	±5	74	61	17	20	±6
PRIOR VAO SERVICE							
Prior Service	63	±5	87	73	14	9	±7
Non-Prior Service	70	±3	67	58	37	17	±5
VAO TRAINING							
Trained	59	±5	79	69	26	16	±7
Not Trained	71	±3	70	60	33	14	±5
AGE							
25 to 29 Years Old	78	±7	62	53	38	24	±10
30 to 34 Years Old	80	±5	77	80	42	8	±7
35 to 44 Years Old	62	±5	74	56	29	16	±7
45 Years Old or More	60	±5	74	55	17	15	±7

Note. Percent responding are Department of State Voting Assistance Officers who answered the question and who did not use or refer someone to the FVAP toll-free telephone service (Q36).

40. During 2008, how useful was each of the following sources in helping you perform your Voting Assistance Officer (VAO) duties?

a. Voting news releases

1. Not at all useful
4. Useful

2. Not very useful
5. Very useful

3. Somewhat useful
DNU. Did not use

	Percent Responding		Percentages						Max ME	Average Usefulness		
			1	2	3	4	5	DNU				
TOTAL	99	±1	0°	4	20	45	25	7	±3	4.0	±0.1	
Africa	97	±2	0°	8	16	50	21	5	±7	3.9	±0.2	
East Asia/Pacific	100	±0	0°	0	14	34	40	11	±7	4.3	±0.1	
Europe	100	±0	0°	5	22	33	27	13	±5	3.9	±0.1	
Near East/South Central Asia	97	±4	0°	4	18	64	14	NR	±10	3.9	±0.2	
Western Hemisphere	100	±0	0°	0	28	49	21	2	±7	3.9	±0.1	
CITIZENS IN CONSULAR DISTRICT												
Less Than 5,000	99	±2	0°	5	14	48	22	11	±5	4.0	±0.1	
5,001 – 20,000	98	±2	0°	5	19	45	26	5	±6	4.0	±0.1	
20,001 – 50,000	100	±0	0°	0	31	43	26	0	±8	4.0	±0.2	
More Than 50,000	100	±0	0°	0	35	30	30	4	±9	3.9	±0.2	
TIME OVERSEAS												
Less Than 1 Year	100	±0	0°	5	28	51	8	8	±6	3.7	±0.1	
1 Year to Less Than 3 Years	98	±2	0°	2	18	45	28	7	±4	4.1	±0.1	
3 Years or More	100	±0	0°	8	12	31	47	4	±8	4.2	±0.2	
DURATION VAO ASSIGNMENT												
Less Than 3 Mos.	100	±0	0°	8	22	52	8	10	±7	3.7	±0.2	
3 Mos. to Less Than 6 Mos.	100	±0	0°	0	22	38	30	11	±6	4.1	±0.1	
6 Mos. to Less Than 1 Year	97	±3	0°	3	20	47	25	5	±7	4.0	±0.2	
1 Year or More	99	±2	0°	4	19	44	29	4	±5	4.0	±0.1	
PRIOR VAO SERVICE												
Prior Service	100	±0	0°	3	24	43	25	5	±6	3.9	±0.1	
Non-Prior Service	98	±1	0°	4	19	46	24	8	±4	4.0	±0.1	
VAO TRAINING												
Trained	99	±2	0°	3	26	41	27	3	±5	3.9	±0.1	
Not Trained	99	±1	0°	4	17	46	24	9	±4	4.0	±0.1	
AGE												
25 to 29 Years Old	96	±3	0°	0	4	77	11	7	±8	4.1	±0.1	
30 to 34 Years Old	100	±0	0°	6	24	40	22	8	±6	3.8	±0.2	
35 to 44 Years Old	100	±0	0°	3	23	42	26	6	±6	4.0	±0.1	
45 Years Old or More	98	±2	0°	2	21	39	30	7	±6	4.1	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Average Usefulness does not include those who indicated they "Did not use."

NR: Not reportable

° Response option never endorsed.

40. During 2008, how useful was each of the following sources in helping you perform your Voting Assistance Officer (VAO) duties?

b. Motivational posters

1. Not at all useful
4. Useful2. Not very useful
5. Very useful3. Somewhat useful
DNU. Did not use

	Percent Responding		Percentages						Max ME	Average Usefulness		
			1	2	3	4	5	DNU				
TOTAL	99	±1	1	15	32	28	15	10	±3	3.4	±0.1	
Africa	97	±2	0	16	18	32	24	11	±7	3.7	±0.2	
East Asia/Pacific	100	±0	0	9	40	26	17	9	±7	3.6	±0.2	
Europe	100	±0	4	22	33	29	5	7	±5	3.1	±0.1	
Near East/South Central Asia	97	±4	NR	14	25	25	18	18	±9	3.6	±0.3	
Western Hemisphere	100	±0	0	12	42	26	14	7	±7	3.5	±0.2	
CITIZENS IN CONSULAR DISTRICT												
Less Than 5,000	99	±2	2	19	30	24	13	12	±4	3.3	±0.1	
5,001 – 20,000	98	±2	0	10	33	31	11	16	±6	3.5	±0.2	
20,001 – 50,000	100	±0	0	13	36	34	16	0	±8	3.5	±0.2	
More Than 50,000	100	±0	0	13	35	26	27	0	±9	3.7	±0.2	
TIME OVERSEAS												
Less Than 1 Year	100	±0	2	15	33	20	15	15	±6	3.4	±0.2	
1 Year to Less Than 3 Years	98	±2	1	15	35	30	11	7	±4	3.4	±0.1	
3 Years or More	100	±0	0	15	20	35	23	7	±8	3.7	±0.2	
DURATION VAO ASSIGNMENT												
Less Than 3 Mos.	100	±0	0	10	38	15	16	21	±7	3.5	±0.2	
3 Mos. to Less Than 6 Mos.	100	±0	2	15	30	37	9	7	±6	3.4	±0.2	
6 Mos. to Less Than 1 Year	97	±3	3	11	25	33	17	11	±7	3.6	±0.2	
1 Year or More	99	±2	0	19	34	27	15	5	±5	3.4	±0.1	
PRIOR VAO SERVICE												
Prior Service	100	±0	0	13	40	27	15	4	±6	3.5	±0.1	
Non-Prior Service	98	±1	1	15	29	28	13	12	±4	3.4	±0.1	
VAO TRAINING												
Trained	99	±2	0	11	29	38	18	5	±5	3.7	±0.1	
Not Trained	99	±1	1	17	34	23	12	13	±4	3.3	±0.1	
AGE												
25 to 29 Years Old	96	±3	0	16	15	42	8	19	±9	3.5	±0.2	
30 to 34 Years Old	100	±0	2	18	24	38	6	12	±6	3.3	±0.2	
35 to 44 Years Old	100	±0	2	13	42	19	18	7	±5	3.4	±0.2	
45 Years Old or More	98	±2	0	14	36	23	20	7	±6	3.5	±0.2	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Average Usefulness does not include those who indicated they "Did not use."

NR: Not reportable

40. During 2008, how useful was each of the following sources in helping you perform your Voting Assistance Officer (VAO) duties?

c. Election Dates Posters

1. Not at all useful
4. Useful

2. Not very useful
5. Very useful

3. Somewhat useful
DNU. Did not use

	Percent Responding		Percentages						Max ME	Average Usefulness		
			1	2	3	4	5	DNU				
TOTAL	98	±1	0°	7	19	33	30	10	±3	4.0	±0.1	
Africa	97	±2	0°	5	24	32	32	8	±7	4.0	±0.2	
East Asia/Pacific	100	±0	0°	11	14	34	29	11	±7	3.9	±0.2	
Europe	100	±0	0°	9	24	35	25	7	±5	3.8	±0.1	
Near East/South Central Asia	97	±4	0°	4	14	39	29	14	±10	4.1	±0.2	
Western Hemisphere	98	±2	0°	7	17	29	36	12	±7	4.1	±0.2	
CITIZENS IN CONSULAR DISTRICT												
Less Than 5,000	99	±2	0°	10	18	35	26	12	±5	3.9	±0.1	
5,001 – 20,000	97	±2	0°	3	21	35	26	14	±6	4.0	±0.1	
20,001 – 50,000	100	±0	0°	3	13	24	53	7	±8	4.4	±0.2	
More Than 50,000	100	±0	0°	13	30	35	22	0	±9	3.7	±0.2	
TIME OVERSEAS												
Less Than 1 Year	100	±0	0°	13	20	30	20	16	±6	3.7	±0.2	
1 Year to Less Than 3 Years	97	±2	0°	5	20	35	33	8	±4	4.0	±0.1	
3 Years or More	100	±0	0°	8	15	39	34	4	±8	4.0	±0.2	
DURATION VAO ASSIGNMENT												
Less Than 3 Mos.	97	±2	0°	5	21	34	21	19	±7	3.9	±0.2	
3 Mos. to Less Than 6 Mos.	100	±0	0°	9	22	31	31	9	±6	3.9	±0.2	
6 Mos. to Less Than 1 Year	97	±3	0°	11	19	28	31	11	±7	3.9	±0.2	
1 Year or More	99	±2	0°	7	17	37	32	7	±5	4.0	±0.1	
PRIOR VAO SERVICE												
Prior Service	100	±0	0°	7	17	36	35	5	±6	4.1	±0.1	
Non-Prior Service	98	±2	0°	8	21	32	27	12	±4	3.9	±0.1	
VAO TRAINING												
Trained	99	±2	0°	6	15	35	39	4	±5	4.1	±0.1	
Not Trained	99	±1	0°	8	21	32	25	13	±4	3.8	±0.1	
AGE												
25 to 29 Years Old	93	±4	0°	8	12	44	24	12	±9	3.9	±0.2	
30 to 34 Years Old	100	±0	0°	8	18	26	36	12	±6	4.0	±0.2	
35 to 44 Years Old	100	±0	0°	8	19	37	26	10	±5	3.9	±0.1	
45 Years Old or More	98	±2	0°	5	23	34	29	9	±6	3.9	±0.1	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Average Usefulness does not include those who indicated they "Did not use."

° Response option never endorsed.

40. During 2008, how useful was each of the following sources in helping you perform your Voting Assistance Officer (VAO) duties?

e. Public service ad campaign

1. Not at all useful
4. Useful

2. Not very useful
5. Very useful

3. Somewhat useful
DNU. Did not use

	Percent Responding		Percentages						Max ME	Average Usefulness		
			1	2	3	4	5	DNU				
TOTAL	98	±1	1	8	25	18	9	39	±3	3.4	±0.1	
Africa	95	±3	0	11	22	24	16	27	±7	3.6	±0.2	
East Asia/Pacific	100	±0	3	6	23	17	9	43	±7	3.4	±0.2	
Europe	100	±0	2	7	25	16	4	45	±5	3.2	±0.2	
Near East/South Central Asia	97	±4	NR	4	32	7	7	50	±10	3.4	±0.3	
Western Hemisphere	100	±0	0	12	26	21	9	33	±6	3.4	±0.2	
CITIZENS IN CONSULAR DISTRICT												
Less Than 5,000	98	±2	1	10	27	16	8	36	±5	3.3	±0.1	
5,001 – 20,000	98	±2	0	5	25	15	7	47	±6	3.5	±0.2	
20,001 – 50,000	100	±0	0	7	24	26	13	30	±8	3.7	±0.2	
More Than 50,000	100	±0	4	9	17	17	5	48	±9	3.2	±0.3	
TIME OVERSEAS												
Less Than 1 Year	100	±0	3	11	17	16	9	44	±6	3.3	±0.2	
1 Year to Less Than 3 Years	98	±2	0	6	27	17	7	42	±4	3.4	±0.1	
3 Years or More	96	±3	0	8	41	24	8	20	±8	3.4	±0.2	
DURATION VAO ASSIGNMENT												
Less Than 3 Mos.	100	±0	0	13	13	20	8	46	±7	3.4	±0.2	
3 Mos. to Less Than 6 Mos.	100	±0	4	6	22	11	9	48	±6	3.2	±0.2	
6 Mos. to Less Than 1 Year	95	±3	0	6	23	26	9	37	±7	3.6	±0.2	
1 Year or More	99	±2	0	8	35	17	7	33	±5	3.3	±0.1	
PRIOR VAO SERVICE												
Prior Service	100	±0	0	13	28	20	8	31	±6	3.3	±0.2	
Non-Prior Service	98	±2	1	6	24	17	7	44	±4	3.4	±0.1	
VAO TRAINING												
Trained	97	±2	0	6	29	23	8	34	±5	3.5	±0.2	
Not Trained	99	±1	2	9	22	15	8	43	±4	3.4	±0.1	
AGE												
25 to 29 Years Old	96	±3	4	4	15	19	4	54	±9	3.3	±0.3	
30 to 34 Years Old	100	±0	2	10	22	24	4	38	±6	3.3	±0.2	
35 to 44 Years Old	100	±0	0	8	28	11	12	42	±5	3.4	±0.2	
45 Years Old or More	96	±3	0	7	31	18	9	35	±6	3.4	±0.2	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. Average Usefulness does not include those who indicated they "Did not use."

NR: Not reportable

41. During 2008, did you have enough of the following election materials to carry out your Voting Assistance Officer (VAO) duties?

a. 2008-09 Voting Assistance Guides (VAG)

1. No

2. Yes

3. Did not use

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
TOTAL	98	±1	5	93	2	±2	95.0	±2.0	
Africa	97	±2	3	95	3	±4	97.0	±4.0	
East Asia/Pacific	100	±0	6	91	3	±5	94.0	±4.0	
Europe	96	±2	0	100	0	±0	100.0	±0.0	
Near East/South Central Asia	97	±4	4	93	4	±7	96.0	±6.0	
Western Hemisphere	100	±0	14	86	0	±5	86.0	±5.0	
CITIZENS IN CONSULAR DISTRICT									
Less Than 5,000	98	±2	4	94	2	±3	96.0	±2.0	
5,001 – 20,000	97	±2	9	89	2	±4	91.0	±4.0	
20,001 – 50,000	100	±0	3	97	0	±4	97.0	±4.0	
More Than 50,000	100	±0	4	96	0	±5	96.0	±5.0	
TIME OVERSEAS									
Less Than 1 Year	98	±2	9	90	2	±4	91.0	±4.0	
1 Year to Less Than 3 Years	97	±2	3	95	2	±2	97.0	±2.0	
3 Years or More	100	±0	8	92	0	±6	92.0	±6.0	
DURATION VAO ASSIGNMENT									
Less Than 3 Mos.	100	±0	10	87	3	±6	89.0	±6.0	
3 Mos. to Less Than 6 Mos.	98	±2	4	91	4	±4	95.0	±4.0	
6 Mos. to Less Than 1 Year	95	±3	9	91	0	±5	91.0	±5.0	
1 Year or More	99	±2	1	99	0	±2	99.0	±2.0	
PRIOR VAO SERVICE									
Prior Service	100	±0	5	93	2	±4	95.0	±3.0	
Non-Prior Service	97	±2	5	93	1	±2	95.0	±2.0	
VAO TRAINING									
Trained	97	±2	8	92	0	±4	92.0	±4.0	
Not Trained	98	±1	4	94	2	±2	96.0	±2.0	
AGE									
25 to 29 Years Old	93	±4	4	96	NR	±5	96.0	±5.0	
30 to 34 Years Old	98	±2	4	94	2	±4	96.0	±4.0	
35 to 44 Years Old	100	±0	5	93	2	±4	95.0	±3.0	
45 Years Old or More	98	±2	7	91	2	±4	93.0	±4.0	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. The percentage reporting Yes does not include those who indicated they "Did not use."

NR: Not reportable

41. During 2008, did you have enough of the following election materials to carry out your Voting Assistance Officer (VAO) duties?

b. Federal Post Card Applications (FPCAs)

1. No

2. Yes

3. Did not use

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
TOTAL	98	±1	11	87	1	±3	89.0	±2.0	
Africa	97	±2	8	92	0	±5	92.0	±5.0	
East Asia/Pacific	100	±0	6	91	3	±5	94.0	±4.0	
Europe	98	±2	7	91	2	±4	92.0	±4.0	
Near East/South Central Asia	97	±4	14	86	NR	±8	86.0	±8.0	
Western Hemisphere	100	±0	21	77	2	±6	79.0	±6.0	
CITIZENS IN CONSULAR DISTRICT									
Less Than 5,000	99	±2	5	94	1	±3	95.0	±2.0	
5,001 – 20,000	97	±2	16	82	2	±5	84.0	±5.0	
20,001 – 50,000	100	±0	17	79	3	±7	82.0	±7.0	
More Than 50,000	100	±0	13	87	0	±7	87.0	±7.0	
TIME OVERSEAS									
Less Than 1 Year	100	±0	10	88	2	±4	90.0	±4.0	
1 Year to Less Than 3 Years	97	±2	10	89	1	±3	90.0	±3.0	
3 Years or More	100	±0	16	80	4	±8	84.0	±8.0	
DURATION VAO ASSIGNMENT									
Less Than 3 Mos.	100	±0	10	90	0	±5	90.0	±5.0	
3 Mos. to Less Than 6 Mos.	98	±2	13	82	4	±6	86.0	±5.0	
6 Mos. to Less Than 1 Year	97	±3	11	89	0	±5	89.0	±5.0	
1 Year or More	99	±2	10	89	1	±4	90.0	±4.0	
PRIOR VAO SERVICE									
Prior Service	100	±0	12	88	0	±5	88.0	±5.0	
Non-Prior Service	98	±2	10	87	2	±3	89.0	±3.0	
VAO TRAINING									
Trained	99	±2	14	85	2	±4	86.0	±4.0	
Not Trained	98	±1	9	89	2	±3	90.0	±3.0	
AGE									
25 to 29 Years Old	93	±4	24	76	NR	±8	76.0	±8.0	
30 to 34 Years Old	100	±0	10	86	4	±5	90.0	±5.0	
35 to 44 Years Old	100	±0	10	89	2	±4	90.0	±4.0	
45 Years Old or More	98	±2	7	93	0	±4	93.0	±4.0	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. The percentage reporting Yes does not include those who indicated they "Did not use."

NR: Not reportable

41. During 2008, did you have enough of the following election materials to carry out your Voting Assistance Officer (VAO) duties?

c. Federal Write-In Absentee Ballots (FWABs)

1. No

2. Yes

3. Did not use

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
TOTAL	98	±1	13	85	2	±3	86.0	±3.0	
Africa	97	±2	13	87	0	±5	87.0	±5.0	
East Asia/Pacific	100	±0	9	89	3	±5	91.0	±5.0	
Europe	98	±2	9	91	0	±4	91.0	±4.0	
Near East/South Central Asia	97	±4	25	75	NR	±9	75.0	±9.0	
Western Hemisphere	98	±2	14	81	5	±6	85.0	±6.0	
CITIZENS IN CONSULAR DISTRICT									
Less Than 5,000	99	±2	9	91	0	±3	91.0	±3.0	
5,001 – 20,000	95	±3	20	76	4	±6	79.0	±6.0	
20,001 – 50,000	100	±0	17	79	3	±7	82.0	±7.0	
More Than 50,000	100	±0	4	96	0	±5	96.0	±5.0	
TIME OVERSEAS									
Less Than 1 Year	98	±2	16	83	2	±5	84.0	±5.0	
1 Year to Less Than 3 Years	97	±2	12	87	1	±3	88.0	±3.0	
3 Years or More	100	±0	12	84	4	±7	88.0	±7.0	
DURATION VAO ASSIGNMENT									
Less Than 3 Mos.	100	±0	10	90	0	±5	90.0	±5.0	
3 Mos. to Less Than 6 Mos.	96	±3	17	76	7	±6	82.0	±6.0	
6 Mos. to Less Than 1 Year	97	±3	6	94	0	±4	94.0	±4.0	
1 Year or More	99	±2	16	84	0	±4	84.0	±4.0	
PRIOR VAO SERVICE									
Prior Service	100	±0	14	86	0	±5	86.0	±5.0	
Non-Prior Service	97	±2	13	85	2	±3	87.0	±3.0	
VAO TRAINING									
Trained	97	±2	14	83	3	±5	85.0	±5.0	
Not Trained	98	±1	13	87	1	±3	87.0	±3.0	
AGE									
25 to 29 Years Old	93	±4	29	71	NR	±9	71.0	±9.0	
30 to 34 Years Old	98	±2	8	88	4	±4	92.0	±4.0	
35 to 44 Years Old	100	±0	13	86	2	±4	87.0	±4.0	
45 Years Old or More	98	±2	11	89	0	±5	89.0	±5.0	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. The percentage reporting Yes does not include those who indicated they "Did not use."

NR: Not reportable

41. During 2008, did you have enough of the following election materials to carry out your Voting Assistance Officer (VAO) duties?

d. Election Dates Posters

1. No

2. Yes

3. Did not use

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
TOTAL	98	±1	10	79	11	±3	89.0	±3.0	
Africa	97	±2	5	84	11	±6	94.0	±5.0	
East Asia/Pacific	100	±0	3	77	20	±6	96.0	±4.0	
Europe	95	±3	12	83	6	±5	88.0	±4.0	
Near East/South Central Asia	97	±4	11	75	14	±9	88.0	±9.0	
Western Hemisphere	100	±0	16	77	7	±6	83.0	±6.0	
CITIZENS IN CONSULAR DISTRICT									
Less Than 5,000	99	±2	8	80	12	±4	91.0	±3.0	
5,001 – 20,000	97	±2	14	75	11	±6	84.0	±5.0	
20,001 – 50,000	97	±3	10	83	7	±7	89.0	±6.0	
More Than 50,000	96	±3	5	82	13	±8	95.0	±6.0	
TIME OVERSEAS									
Less Than 1 Year	98	±2	12	75	13	±5	86.0	±5.0	
1 Year to Less Than 3 Years	96	±2	8	81	10	±4	91.0	±3.0	
3 Years or More	100	±0	11	81	8	±7	88.0	±7.0	
DURATION VAO ASSIGNMENT									
Less Than 3 Mos.	100	±0	16	76	8	±7	83.0	±7.0	
3 Mos. to Less Than 6 Mos.	98	±2	11	71	18	±6	87.0	±5.0	
6 Mos. to Less Than 1 Year	95	±3	14	71	14	±7	83.0	±6.0	
1 Year or More	97	±2	4	89	7	±4	96.0	±3.0	
PRIOR VAO SERVICE									
Prior Service	98	±2	2	88	11	±5	98.0	±2.0	
Non-Prior Service	97	±2	13	76	11	±4	85.0	±3.0	
VAO TRAINING									
Trained	97	±2	12	80	8	±5	87.0	±5.0	
Not Trained	98	±2	9	79	13	±4	90.0	±3.0	
AGE									
25 to 29 Years Old	93	±4	16	73	12	±8	82.0	±8.0	
30 to 34 Years Old	100	±0	16	76	8	±6	82.0	±6.0	
35 to 44 Years Old	100	±0	7	82	11	±5	93.0	±4.0	
45 Years Old or More	96	±3	5	82	13	±5	94.0	±4.0	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. The percentage reporting Yes does not include those who indicated they "Did not use."

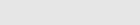
41. During 2008, did you have enough of the following election materials to carry out your Voting Assistance Officer (VAO) duties?

e. Motivational posters

1. No

2. Yes

3. Did not use

	Percent Responding		Percentages			Max ME	Percentage Reporting Yes		
			1	2	3				
TOTAL	97	±1	10	71	19	±3	88.0	±3.0	
Africa	97	±2	11	71	18	±7	87.0	±6.0	
East Asia/Pacific	100	±0	6	69	26	±7	92.0	±6.0	
Europe	96	±2	6	81	13	±5	93.0	±4.0	
Near East/South Central Asia	93	±5	19	48	33	±10	72.0	±12.0	
Western Hemisphere	100	±0	12	77	12	±6	87.0	±5.0	
CITIZENS IN CONSULAR DISTRICT									
Less Than 5,000	99	±2	9	71	20	±5	88.0	±4.0	
5,001 – 20,000	97	±2	15	63	23	±6	81.0	±6.0	
20,001 – 50,000	100	±0	3	79	18	±8	96.0	±5.0	
More Than 50,000	91	±6	9	81	9	±8	90.0	±7.0	
TIME OVERSEAS									
Less Than 1 Year	98	±2	11	64	26	±6	86.0	±6.0	
1 Year to Less Than 3 Years	96	±2	10	72	18	±4	88.0	±3.0	
3 Years or More	100	±0	8	81	11	±7	91.0	±8.0	
DURATION VAO ASSIGNMENT									
Less Than 3 Mos.	100	±0	13	60	26	±7	82.0	±8.0	
3 Mos. to Less Than 6 Mos.	95	±3	7	68	25	±6	91.0	±5.0	
6 Mos. to Less Than 1 Year	97	±3	11	72	16	±6	87.0	±6.0	
1 Year or More	97	±2	10	77	14	±5	89.0	±4.0	
PRIOR VAO SERVICE									
Prior Service	100	±0	5	77	17	±5	94.0	±4.0	
Non-Prior Service	96	±2	12	68	20	±4	85.0	±4.0	
VAO TRAINING									
Trained	95	±3	13	76	11	±5	86.0	±5.0	
Not Trained	98	±1	9	68	23	±4	89.0	±3.0	
AGE									
25 to 29 Years Old	93	±4	12	57	32	±9	83.0	±9.0	
30 to 34 Years Old	100	±0	11	71	18	±6	87.0	±6.0	
35 to 44 Years Old	98	±2	12	72	17	±5	86.0	±5.0	
45 Years Old or More	98	±2	7	75	18	±5	91.0	±5.0	

Note. Percent responding are Department of State Voting Assistance Officers who answered the question. The percentage reporting Yes does not include those who indicated they "Did not use."

Survey Instrument

BACKGROUND INFORMATION

1. On November 4, 2008, in which country were you stationed? Please enter the name of the country in the box below.

2. As of November 4, 2008, how long had you been stationed in this country?

- Less than 6 months
- 6 months to less than 1 year
- 1 year to less than 2 years
- 2 years to less than 3 years
- 3 years or more

3. What was your age on November 4, 2008?

- 24 years old or younger
- 25 to 29 years old
- 30 to 34 years old
- 35 to 44 years old
- 45 years old or older

4. Is your current job the same as your job on November 4, 2008?

- Yes
- No

5. How long had you been a Voting Assistance Officer (VAO) in the assignment you held on November 4, 2008?

- Less than 3 months
- 3 months to less than 6 months
- 6 months to less than 1 year
- 1 year or more

6. Have you ever served as a Voting Assistance Officer (VAO) before your most recent VAO assignment?

- Yes, once before
- Yes, more than once before
- No

7. As of November 4, 2008, how long have you served as a Voting Assistance Officer (VAO), including previous service?

- Less than 6 months
- 6 months to less than 1 year
- 1 year to less than 2 years
- 2 years to less than 3 years
- 3 years or more

VOTING ASSISTANCE

8. As of November 4, 2008, how many U.S. citizens (official and non-official) resided in your consular district?

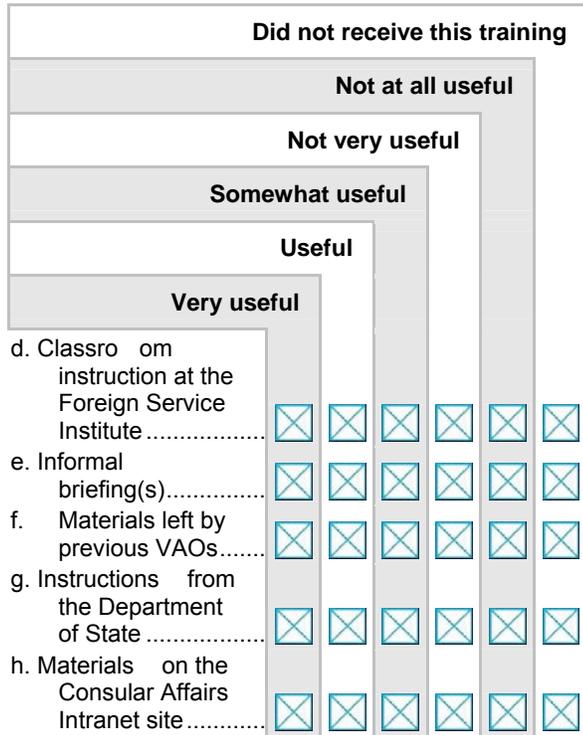
- Less than 5,000
- 5,001 to 20,000
- 20,001 to 50,000
- More than 50,000

9. During the Voting Assistance Officer (VAO) assignment period that includes November 4, 2008, did you receive any training to prepare you for performing your VAO duties?

- Yes
- No

10. [Ask if Q9 = 'Yes'] If you received any of the following types of training, how useful was each one in preparing you for performing your Voting Assistance Officer (VAO) duties? Mark one answer for each item.

	Did not receive this training	Not at all useful	Not very useful	Somewhat useful	Useful	Very useful
a. Federal Voting Assistance Program (FVAP) onsite VAO training workshop.....		<input checked="" type="checkbox"/>				
b. Other workshop/seminar.....		<input checked="" type="checkbox"/>				
c. FVAP online/CD ROM training for VAOs.....		<input checked="" type="checkbox"/>				



11. During 2008, about how many people did you and your staff provide with voting assistance in the primaries and the November 4 general election?

- None
- 1 to 100
- 101 to 500
- 501 to 1000
- 1001 to 2000
- 2001 or more

12. During 2008, about how many people did you and your staff provide with Federal Post Card Applications (FPCAs) for the primaries and November 4 general election?

- None
- 1 to 50
- 51 to 100
- 101 to 200
- 201 to 500
- 501 or more

13. During 2008, about how many people did you and your staff provide with Federal Write-In Absentee Ballots (FWABs) for the primaries and November 4 general election?

- None
- 1 to 50
- 51 to 100
- 101 to 200
- 201 to 500
- 501 or more

14. During 2008, about how many hours per week have you spent on Voting Assistance Officer (VAO) activities?

- 10 hours or less per week
- 11 to 20 hours per week
- 21 to 30 hours per week
- 31 to 40 hours per week
- 41 or more hours per week

15. During your most recent assignment as a Voting Assistance Officer (VAO), did you do the following activities? Mark "Yes" or "No" for each item.

	Yes	No
a. Conduct workshops/briefings on voting for overseas citizens/post staff members	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. Distribute Federal Post Card Applications (FPCAs)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. Regularly report on voting activities to your Department's Chief Voting Officer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. Regularly report on voting activities to senior embassy officials	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
e. Answer overseas citizens voting questions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
f. Display voting information materials	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
g. Involve overseas citizens organizations in voting program	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

16. During 2008, were you and your staff asked to provide the following kinds of voting assistance? Mark "Yes" or "No" for each item.

	Yes	No
a. Provide Federal Post Card Applications (FPCAs) to voters	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. Help voters fill out FPCAs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. Provide Federal Write-In Absentee Ballots (FWABs) to voters	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. Help voters fill out FWABs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

	Yes	No
e. Act as a notary/witness to FPCAs and/or ballots	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
f. Electronically transmit or receive election materials by fax	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
g. Electronically transmit or receive election materials by e-mail	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
h. Help voters determine voting jurisdictions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
i. Provide addresses of local election officials	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
j. Explain specifics of state voting procedures to voters	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
k. Help voters determine the need to register or how to register	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
l. Provide information on changing legal residence to voters	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
m. Explain deadlines for necessary forms and/or submitting ballots	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
n. Provide dates of elections	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
o. Answer questions about the impact of voting on federal tax liability	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
p. Explain the importance of voting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
q. Provide information on candidates/issues	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

17. During your most recent Voting Assistance Officer (VAO) assignment, how satisfied or dissatisfied were you with each of the following as you performed your duties? *Mark one answer for each item.*

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
a. Amount of time available for performing VAO duties	<input checked="" type="checkbox"/>				
b. Embassy support for the voting program	<input checked="" type="checkbox"/>				
c. Department of State support for the voting program	<input checked="" type="checkbox"/>				
d. Quantity of voting materials available	<input checked="" type="checkbox"/>				
e. Timeliness of distribution of voting materials within the Department of State	<input checked="" type="checkbox"/>				
f. Method of requesting voting materials	<input checked="" type="checkbox"/>				

18. During 2008, did overseas citizens make the following complaints about registering to vote, obtaining an absentee ballot, or preparing to vote? *Mark "Yes" or "No" for each item.*

	Yes	No
a. Complicated voting procedures	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. Difficulty filling out Federal Post Card Application (FPCA)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. Delayed or no response to the FPCA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. Returned FPCA because it was not accepted by election officials	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
e. Difficulty having FPCA or ballot notarized	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
f. Confusing absentee ballot	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
g. Difficulty using Federal Write-In Absentee Ballot (FWAB)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
h. Confusing residency qualifications/laws	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
i. Not enough information on candidates/issues	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
j. Difficulty with maintaining current mailing address with local election officials	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
k. Other complaint(s)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

[Ask if Q18 k = 'Yes'] Please specify the other complaint(s).

19. Based on your experience as a Voting Assistance Officer (VAO) during the 2008 elections, the absentee voting procedures of which three states or territories presented the most problems to absentee voters at your post? *Please specify 3 states or territories.*

ELECTRONIC TRANSMISSION OF ELECTION MATERIALS

20. During 2008, did you assist voters by sending and/or receiving any of the following voting materials by fax? *Mark "Yes" or "No" for each item.*

	Yes	No
a. Sent Federal Post Card Applications (FPCAs)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. Received FPCAs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. Sent blank absentee ballots	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. Received blank absentee ballots	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

	Yes	No
e. Sent voted ballots	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
f. Received voted ballots.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
g. Sent other voting materials	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
h. Received other voting materials	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

21. During 2008, did you assist voters by sending and/or receiving any of the following voting materials by e-mail? Mark "Yes" or "No" for each item.

	Yes	No
a. Sent Federal Post Card Applications (FPCAs).....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. Received FPCAs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. Sent blank absentee ballots.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. Received blank absentee ballots	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
e. Sent voted ballots	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
f. Received voted ballots.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
g. Sent other voting materials	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
h. Received other voting materials	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

VOTING ASSISTANCE GUIDE

22. The Department of Defense 2008-09 Voting Assistance Guide (VAG) provides state-by-state information about registering to vote and requesting an absentee ballot. Did you receive the 2008-09 VAG?

- Yes
- No

23. [Ask if Q22 = 'Yes'] During 2008, in what month did you receive the 2008-09 Voting Assistance Guide (VAG)?

- January
- February
- March
- April
- May
- June
- July
- August
- September
- October

- November
- Prior to January 2008
- Do not recall

24. [Ask if Q22 = 'Yes'] During 2008, how useful was the 2008-09 Voting Assistance Guide (VAG) in helping you perform your Voting Assistance Officer (VAO) duties?

- Very useful
- Useful
- Somewhat useful
- Not very useful
- Not at all useful

25. [Ask if Q22 = 'Yes'] Did you like the following features of the 2008-09 Voting Assistance Guide (VAG)? Mark "Yes" or "No" for each item.

	Yes	No
a. State-by-state information on registering and voting absentee	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. Dates of elections and deadlines	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. Information on how to fill out the Federal Post Card Application (FPCA)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. Mailing addresses for FPCAs or ballots.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
e. Information on electronically transmitting FPCAs or ballots by fax	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
f. Information on electronically transmitting FPCAs or ballots by e-mail	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
g. The overall layout and design	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
h. Some other feature	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

[Ask if Q25 h = 'Yes'] Please specify the other feature.

VOTING INFORMATION NEWS NEWSLETTER

26. The Voting Information News (VIN) newsletter is a monthly publication containing timely information for Voting Assistance Officers (VAO). During 2008, did you receive the VIN newsletter?

- Yes, both electronically and hard copy
- Yes, electronically only
- Yes, hard copy only
- No

27. [Ask if Q26 = 'Yes'] During 2008, did you use the Voting Information News (VIN) newsletter?

- Yes
- No

28. [Ask if Q26 = 'Yes' and Q27 = 'Yes'] During 2008, did you use the Voting Information News (VIN) newsletter in the following ways? Mark "Yes" or "No" for each item.

	Yes	No
a. Forwarded it by e-mail	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. Photocopied the newsletter and distributed it.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. Extracted selected information and distributed it	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. Kept it for reference	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
e. Used it in some other way.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

[Ask if Q28 e = 'Yes'] Please specify the other way you used the VIN newsletter.

29. [Ask if Q26 = 'Yes' and Q27 = 'Yes'] Overall, how useful was the Voting Information News (VIN) newsletter in helping you carry out your Voting Assistance Officer (VAO) duties?

- Very useful
- Useful
- Somewhat useful
- Not very useful
- Not at all useful

30. [Ask if Q26 = 'Yes' and Q27 = 'Yes'] During 2008, when you used the Voting Information News (VIN) newsletter, did you like the following features? Mark "Yes" or "No" for each item.

	Yes	No
a. The overall layout and design	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. The information it contained.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. Ease of use	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. Frequency of the newsletter.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
e. Timeliness of the information in the newsletter	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
f. "To Do" checklist.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
g. Some other feature	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

[Ask if Q30 g = 'Yes'] Please specify the other feature you liked about the VIN newsletter.

FEDERAL VOTING ASSISTANCE PROGRAM (FVAP) WEB SITE

31. The Federal Voting Assistance Program (FVAP) Web site, www.fvap.gov, provides voting-related information and resources. During 2008, did you visit this Web site?

- Yes
- No

32. [Ask if Q31 = 'Yes'] How many times did you visit the Federal Voting Assistance Program (FVAP) Web site during 2008?

- Every day
- At least once a week, but not every day
- At least once a month, but not every week
- At least once in 2008, but not every month
- Do not recall

33. [Ask if Q31 = 'Yes'] During 2008, did you visit the Federal Voting Assistance Program (FVAP) Web site for any of the following reasons? Mark "Yes" or "No" for each item.

	Yes	No
a. To access the online 2008-09 Voting Assistance Guide (VAG)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. To access Voting Information News (VIN) newsletters.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. To access other FVAP publications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. To access the Voting Calendar	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
e. To access the online Federal Post Card Application (FPCA)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
f. To link to other election-related Web sites	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
g. To obtain Voter Assistance Officer (VAO) training	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
h. To find a U.S. Representative or U.S. Senator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
i. To obtain toll-free telephone numbers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
j. To send e-mail to FVAP	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
k. To obtain information for your own publications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
l. Some other reason	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

[Ask if Q33 I = 'Yes'] Please specify the other reason for visiting the FVAP Web site.

34. *[Ask if Q31 = 'Yes']* Overall, how satisfied or dissatisfied were you with the Federal Voting Assistance Program (FVAP) Web site when you visited it in 2008?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

35. *[Ask if Q31 = 'No']* What were your reasons for not visiting the Federal Voting Assistance Program (FVAP) Web site in 2008? Mark "Yes" or "No" for each item.

	Yes	No
a. I did not know about it.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. I did not know what it was for.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. I knew about it, but did not know the Web site address.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. I got all the information I needed from other sources.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
e. I did not think it would be useful.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
f. Some other reason.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

[Ask if Q35 f = 'Yes'] Please specify the other reason for not visiting the FVAP Web site.

TOLL-FREE TELEPHONE SERVICE

36. The Federal Voting Assistance Program (FVAP) provides a toll-free telephone service from many countries that allows a caller to talk to FVAP staff for voting assistance. During 2008, did you use or refer anyone to the FVAP toll-free telephone service?

- Yes
- No

37. *[Ask if Q36 = 'Yes']* Based on your experience in 2008 with the Federal Voting Assistance Program (FVAP) toll-free telephone service, how satisfied or dissatisfied were you with the assistance you received?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

38. *[Ask if Q36 = 'Yes']* Based on what you know of the experiences of those whom you referred in 2008 to the Federal Voting Assistance Program (FVAP) toll-free telephone service, how satisfied or dissatisfied were they with the assistance they received?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know

39. *[Ask if Q36 = 'No']* During 2008, did you not use, or refer anyone to, the Federal Voting Assistance Program (FVAP) toll-free telephone service for any of the following reasons? Mark "Yes" or "No" for each item.

	Yes	No
a. I got all of the voting assistance I needed from other sources.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. No one asked to be referred.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. I did not know about it.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. Some other reason.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

[Ask if Q39 d = 'Yes'] Please specify the other reason.

OTHER SOURCES OF VOTING INFORMATION

40. During 2008, how useful was each of the following sources in helping you perform your Voting Assistance Officer (VAO) duties? *Mark one answer for each item.*

	Very useful	Useful	Somewhat useful	Not very useful	Not at all useful	Did not use
a. Voting news releases	<input checked="" type="checkbox"/>					
b. Motivational posters	<input checked="" type="checkbox"/>					
c. Election Dates Posters.....	<input checked="" type="checkbox"/>					
d. How To Do It! Frequently Asked Questions about absentee voting	<input checked="" type="checkbox"/>					
e. Public service ad campaign	<input checked="" type="checkbox"/>					

41. During 2008, did you have enough of the following election materials to carry out your Voting Assistance Officer (VAO) duties? *Mark one answer for each item.*

	Yes	No	Did not use
a. 2008-09 Voting Assistance Guides (VAG).....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b. Federal Post Card Applications (FPCAs).....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c. Federal Write-In Absentee Ballots (FWABs).....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. Election Dates Posters.....	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
e. Motivational posters	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

COMMENTS

42. In the space below, please provide any comments you have about this questionnaire, the Federal Voting Assistance Program (FVAP), or your most recent assignment as a Voting Assistance Officer (VAO).

REPORT DOCUMENTATION PAGE

*Form Approved
OMB No. 0704-0188*

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